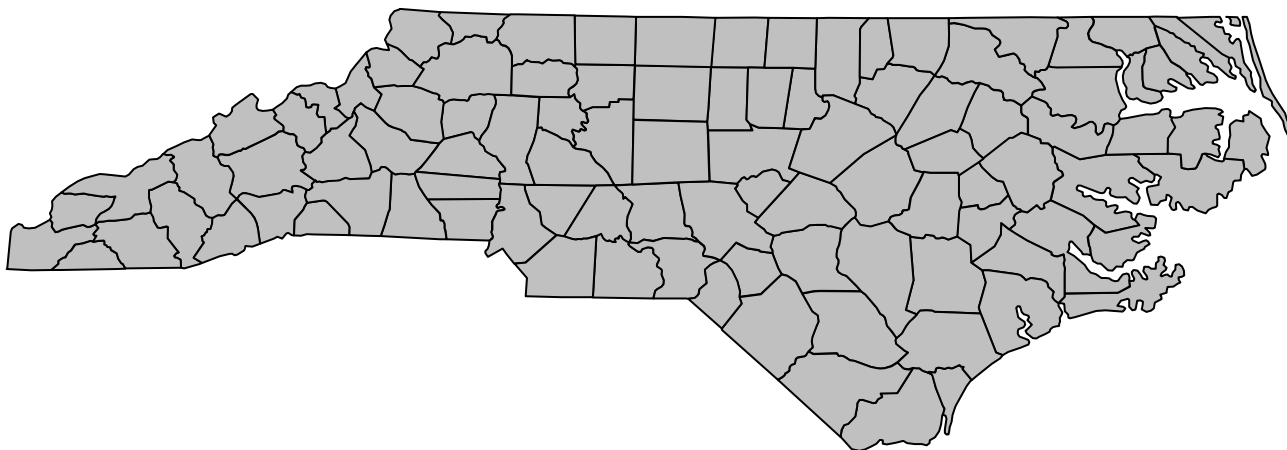


*North Carolina Division of Mental Health, Developmental
Disabilities, and Substance Abuse Services*

CONSUMER SATISFACTION SURVEY for Area Programs

Fall 2002



Overall Satisfaction ♦ Access to Services ♦ Appropriateness of Services ♦ Assessment of Outcomes

Prepared by
Quality Management Team
Community Policy Management Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services



Notes for Report

This report summarizes information from the Consumer Satisfaction Survey of the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services administered by area programs in October 2002. The objective of this report is to inform interested parties about levels of consumer satisfaction for the entire state and in local area programs. It is hoped that this information will be one source of data among many which can (1) provide a common base of knowledge for discussions about North Carolina's mental health, developmental disabilities, and substance abuse services system and (2) help support efforts at improving the quality of care being provided.

Surveying consumers for their perception of services being provided is one important means for assessing quality of care. Understanding varying levels of satisfaction by region, client characteristics or across time can point to areas where services have been effective or areas which may need attention. The Division's consumer survey complements other outcome instruments and administrative measures of quality. When viewed as one piece of a larger effort, the consumer satisfaction survey is an important tool in the efforts to better serve Division clients.

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). The consumer satisfaction survey measures satisfaction in four areas: overall satisfaction, access to services, appropriateness of services, and self assessment of outcomes.

Changes in Report

This report for the October 2002 survey provides information both at the state level and by local area programs. It includes information on client demographics such as age, gender, race and clients' primary disability. This information should further help in identifying areas where efforts have been successful as well as areas which require attention. This report does not include results for one Area Program, namely Guilford, as surveys were not received in time. Changes since the last report include: breaking out clients with a single disability versus multiple disabilities and area programs have an option of surveying consumers whose primary disability is developmental disability.

The process of improving the way in which consumer satisfaction survey data is gathered and reported will be ongoing. We invite you to contact staff who are working on the consumer satisfaction survey with your suggestions.

Staff to Contact

Administering and Processing the Survey	Reporting and Analyzing the Survey Results
Information Systems Team Resource/Regulatory Management Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019	Quality Management Team Community Policy Management Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3004

How to Make Use of This Report

There is a lot of information contained in this report. To help make full use of it we offer the following suggestions.

- ☞ Keep your purpose in mind. Not all of the information is likely to be of equal interest. Your focus may be on a particular area program or just on the issue of access to services or only on adolescents. By keeping your purpose in mind when reading this material, you can use the table of contents to narrow your search for information.
- ☞ View this information as a starting point for further discussion on consumer satisfaction and quality improvement efforts. The data contained in this report will probably generate new questions for you. View this report as providing one means to get at issues of concern and not the final or only source. The information from the survey does not provide answers for why levels of satisfaction may be different.
- ☞ At the top of each page is information to guide you. The top heading tells you what general area of consumer satisfaction is being looked at: overall satisfaction, access to services, appropriateness of services, or self-perception of outcomes. Below this will be a single sentence indicating what the table examines: area programs, data by age groups, etc. Finally, a brief paragraph will note the key findings from the table. All of this should help quickly orient you to each page. Also, if you see **NA** for your Area Program, that means that there was no information available for your Area Program for that particular column, or that the number of consumers was less than ten and not reported for that category. However, those consumers data are still included in totals in statewide data.
- ☞ When looking at the data, start with the overall averages for each domain: overall satisfaction, access to services, appropriateness of services, and self-perception of outcomes. The more detailed questions will provide more refined looks at each of these four major areas.

Key Findings Summary

There is a wealth of information in this report. This is a summary of the key findings from a statewide perspective.

- The vast majority of the consumers surveyed being served in the public mental health, developmental disabilities, and substance abuse services system in North Carolina indicated they were satisfied with the services being provided. Roughly nine of ten persons surveyed indicated agreement with positive statements about access to services, the appropriateness of services, and overall levels of satisfaction. About seven of ten indicated they felt they were making progress in getting along with others and functioning in society.
- Levels of satisfaction statewide have remained stable from earlier surveys for overall satisfaction, access, and the appropriateness of care. Satisfaction with outcomes or progress has shown a slight decline over the last five years. However, there are larger differences by individual area program.
- Statewide, there are only modest differences in the satisfaction levels by different demographic categories. Hispanic/Latino clients are somewhat more satisfied than other racial/ethnic groups, adolescents are somewhat less satisfied than other age groups, and females are more satisfied with access and the appropriateness of care but slightly less satisfied with their progress.
- Clients who have been served the longest report higher levels of satisfaction particularly with their outcomes or progress.
- It should be understood that this is a sample of those persons being served in the public system as it is now. It does not consider services which are not currently being provided nor does it survey persons who are not being served in the system.

***State of North Carolina Division of Mental Health,
Developmental Disabilities, and Substance Abuse Services***

Consumer Satisfaction Survey - Fall 2002

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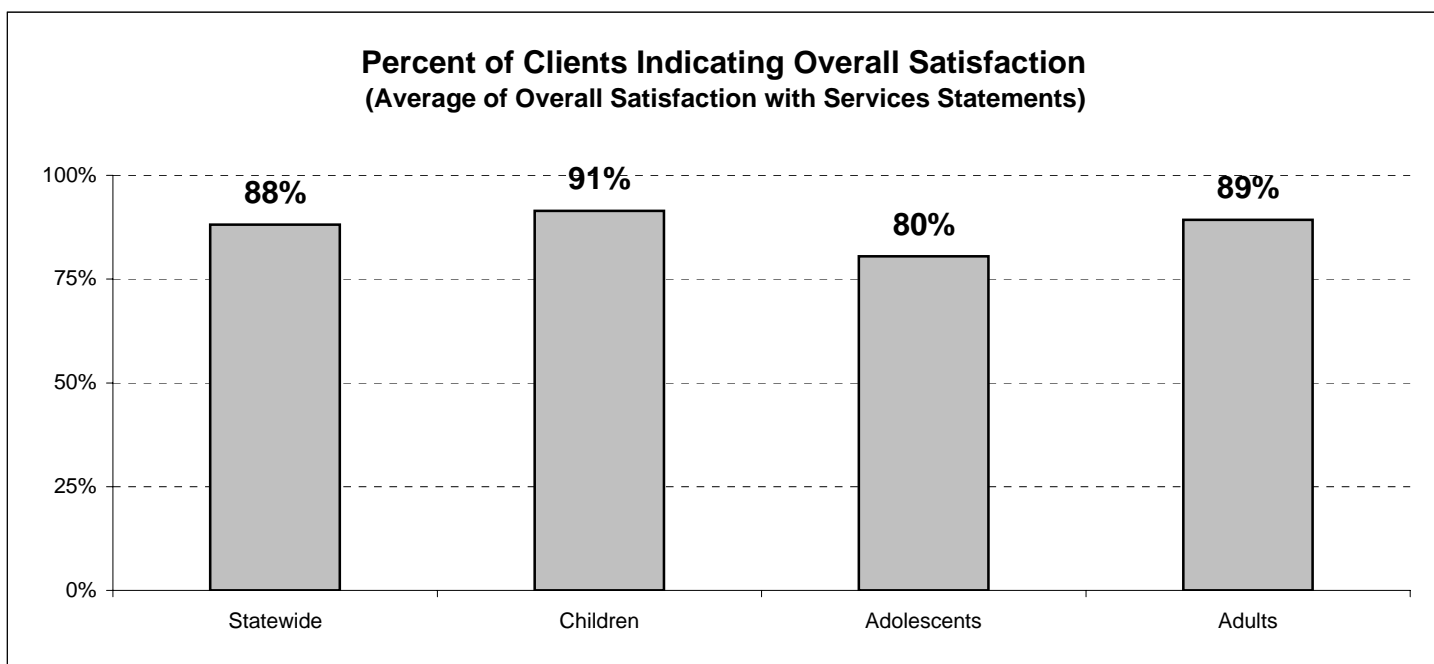
Overall Satisfaction with Services

Summary for North Carolina By Age

This table summarizes the overall levels of satisfaction statewide for key age groups.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. Adolescents show up as less satisfied than other age groups but still mostly positive.

Consumers Surveyed October 2002	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY AGE CATEGORY				
Young Children (Clients Under 12, Parent Responding)	93%	89%	93%	91%
Adolescents (Client Age 12-17)	84%	77%	80%	80%
Adults (Client Age 18+)	92%	86%	90%	89%



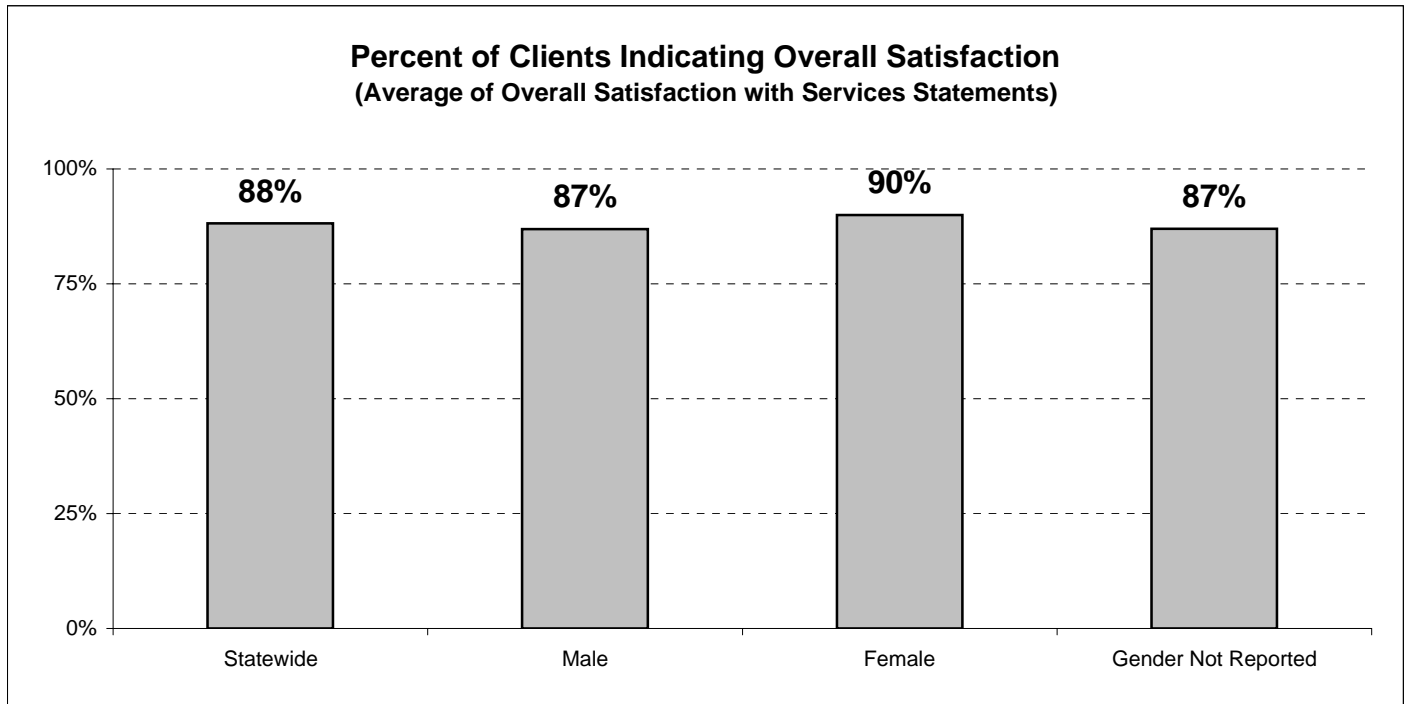
Overall Satisfaction with Services

Summary for North Carolina By Gender

This table summarizes the overall levels of satisfaction statewide by gender.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. Female respondents were slightly more likely to indicate overall satisfaction.

Consumers Surveyed October 2002	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY GENDER				
MALE	90%	84%	87%	87%
FEMALE	92%	87%	91%	90%
Gender Not Reported	89%	83%	88%	87%



Overall Satisfaction with Services

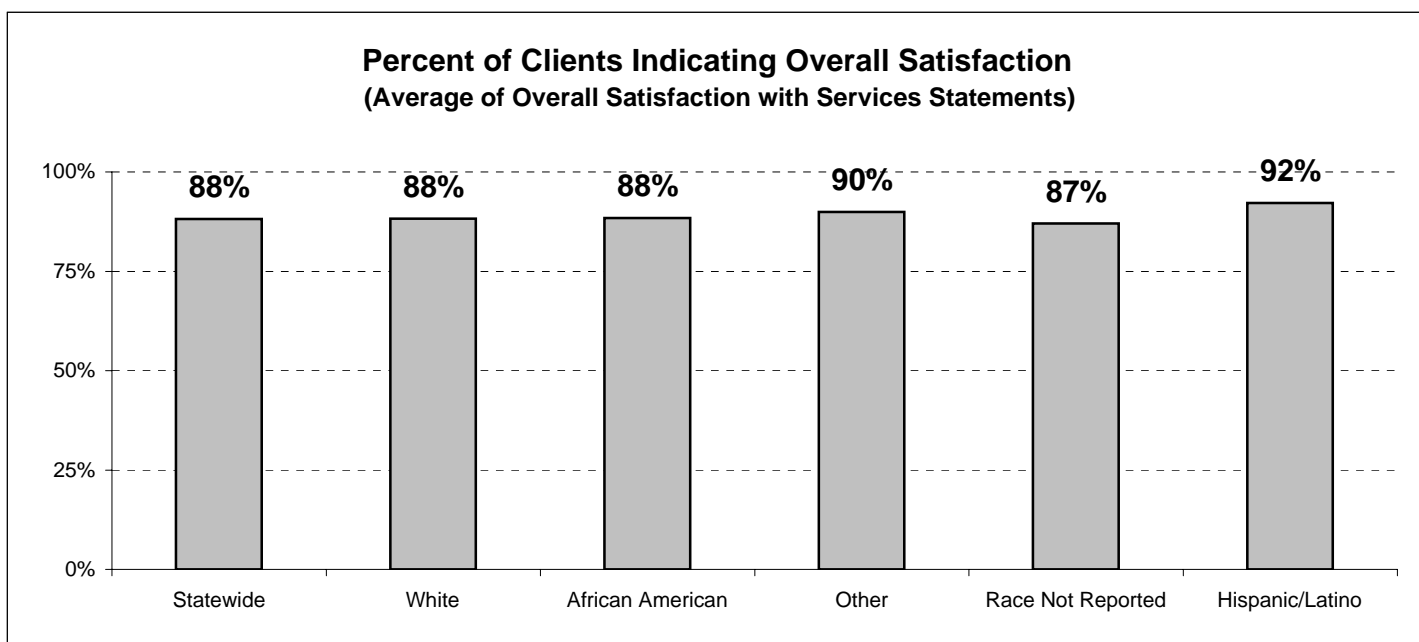
Summary for North Carolina By Race

This table summarizes the overall levels of satisfaction statewide by race and ethnic groups.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. There were only slight statewide differences among racial and ethnic groups with respect to the overall satisfaction with their services with those in the Hispanic/Latino and "Other" categories most likely to be satisfied.

Consumers Surveyed October 2002

Overall Satisfaction with Services				
Percent of Consumers Agreeing with Statement				
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY RACE/ETHNICITY				
White	91%	85%	89%	88%
African American	91%	86%	88%	88%
Other (Native American, Asian and Other)	91%	88%	91%	90%
Race/Ethnicity Not Reported	89%	83%	88%	87%
Hispanic/Latino	92%	90%	94%	92%
Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.				



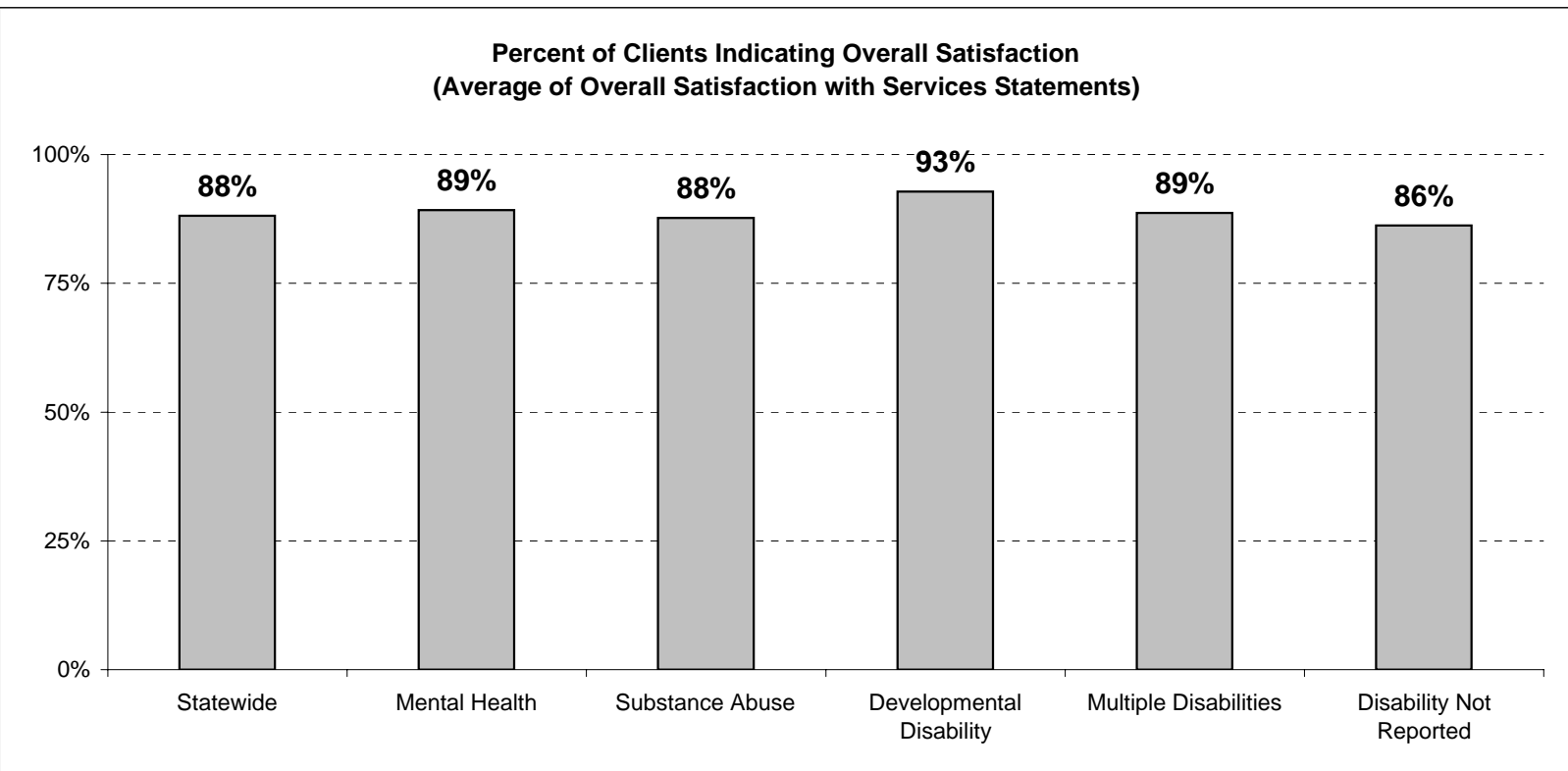
Overall Satisfaction with Services

Summary for North Carolina By Clients' Disability

This table summarizes the overall levels of satisfaction statewide by the clients' disability.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. The overall level of satisfaction with services varied only slightly by disability category and was highest for people with developmental disabilities.

Consumers Surveyed October 2002	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY CLIENTS' DISABILITY				
Mental Health	92%	86%	89%	89%
Substance Abuse	89%	85%	89%	88%
Developmental Disability	96%	92%	91%	93%
Multiple Disabilities	91%	86%	88%	89%
Disability Not Reported	89%	83%	87%	86%



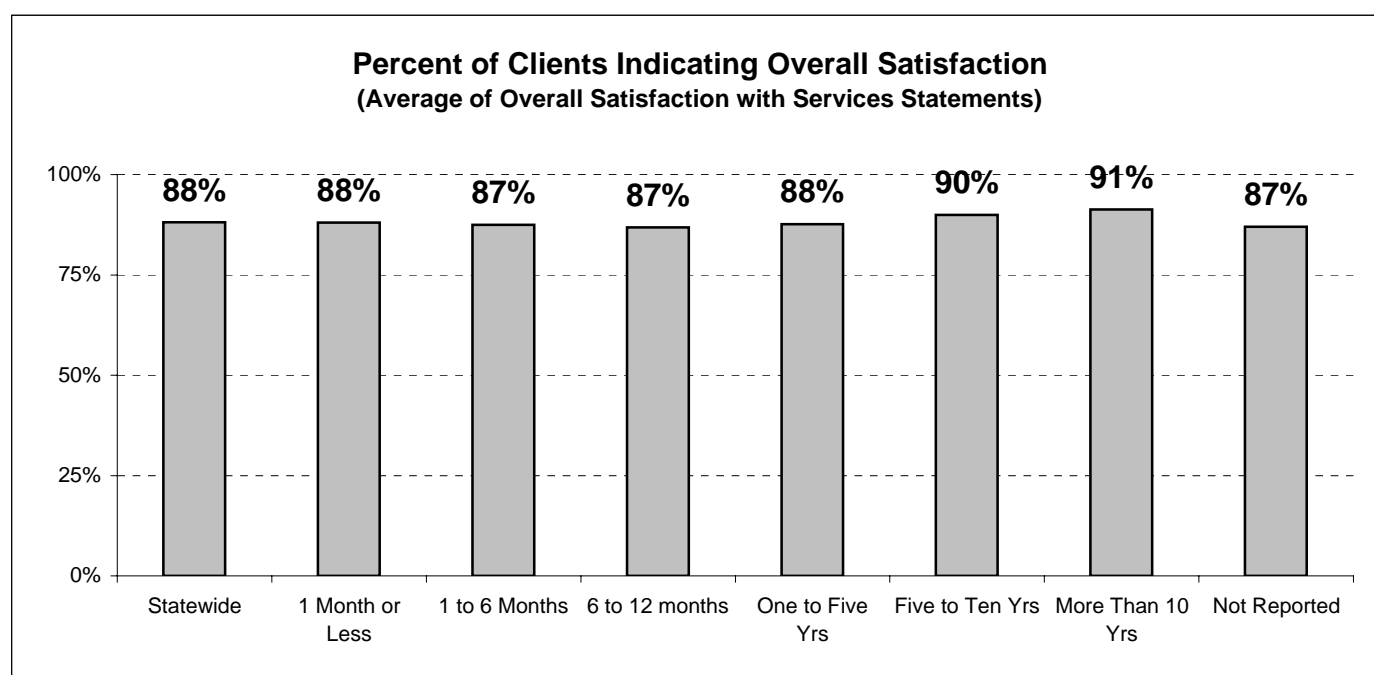
Overall Satisfaction with Services

Summary for North Carolina By Length of Time at Area Program

This table summarizes the overall levels of satisfaction statewide by length of time since admission to the program.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. There were only slight statewide differences by length of time served with those served the longest being slightly higher.

Consumers Surveyed October 2002	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY LENGTH				
1 Month or Less	90%	84%	90%	88%
1 to 6 Months	90%	85%	88%	87%
6 to 12 months	89%	84%	88%	87%
One to Five Years	90%	84%	88%	88%
Five to Ten Years	93%	88%	89%	90%
More Than 10 Years	94%	89%	91%	91%
Admission Date Not Reported	89%	83%	88%	87%



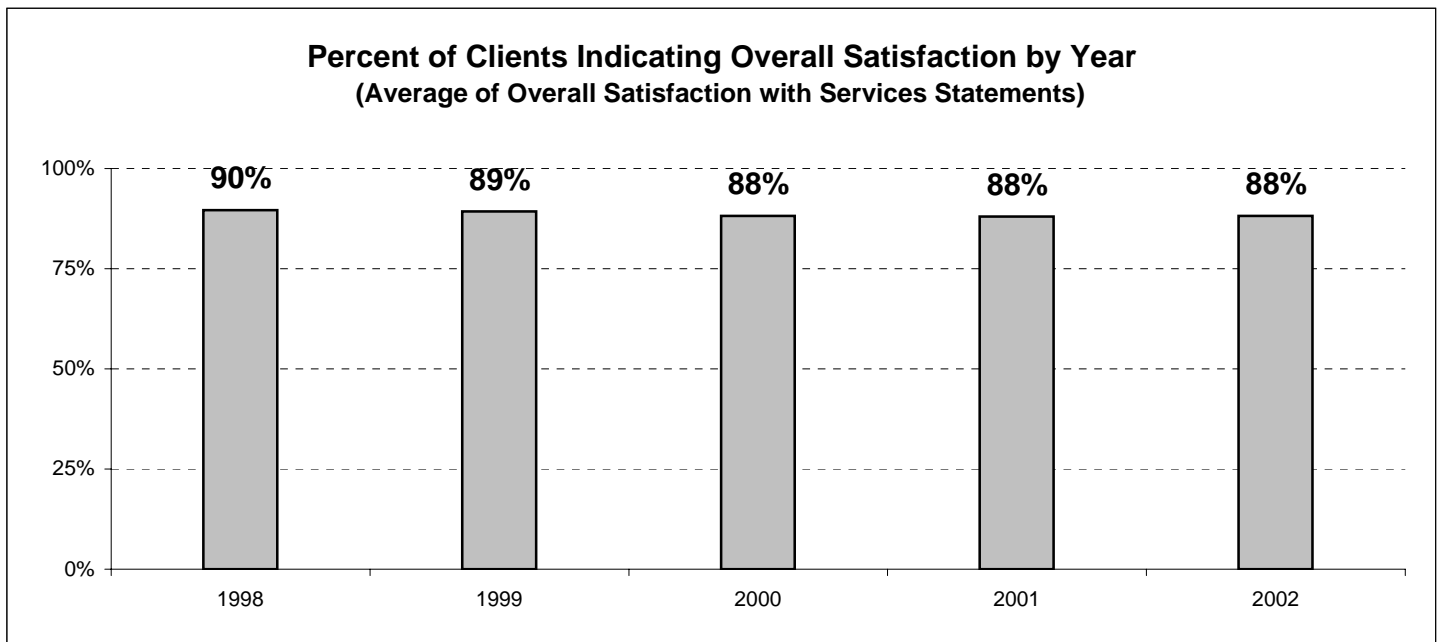
Overall Satisfaction with Services

Summary for North Carolina by Year

This table summarizes the overall levels of satisfaction statewide by year.

The overall levels of satisfaction have not changed noticeably over the last five years and have not changed at all in the last three years.

Consumers Surveyed October 2002	Overall Satisfaction with Services				
	Percent of Consumers Indicating General Satisfaction				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Statewide	90%	89%	88%	88%	88%



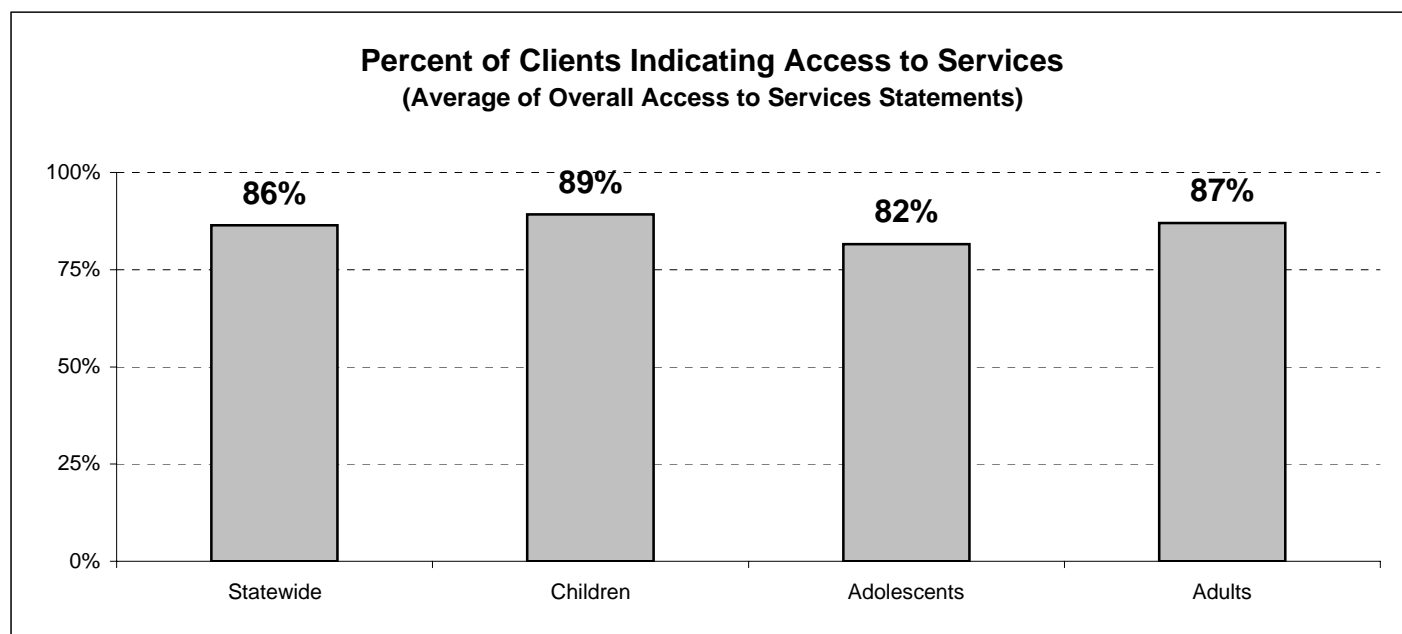
Access to Services

Summary for North Carolina By Age

This table summarizes consumer perceptions about access to services statewide for key age groups.

Overall, roughly nine out of ten clients feel they have good access to services. Adolescents are somewhat less likely to feel that services are accessible.

Consumers Surveyed October 2002	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	85%	90%	83%	89%	86%	86%
BY AGE CATEGORY						
Young Children (Clients Under 12, Parent Responding)	88%	92%	88%	91%	87%	89%
Adolescents (Client Age 12-17)	79%	88%	77%	82%	82%	82%
Adults (Client Age 18+)	86%	90%	83%	90%	87%	87%



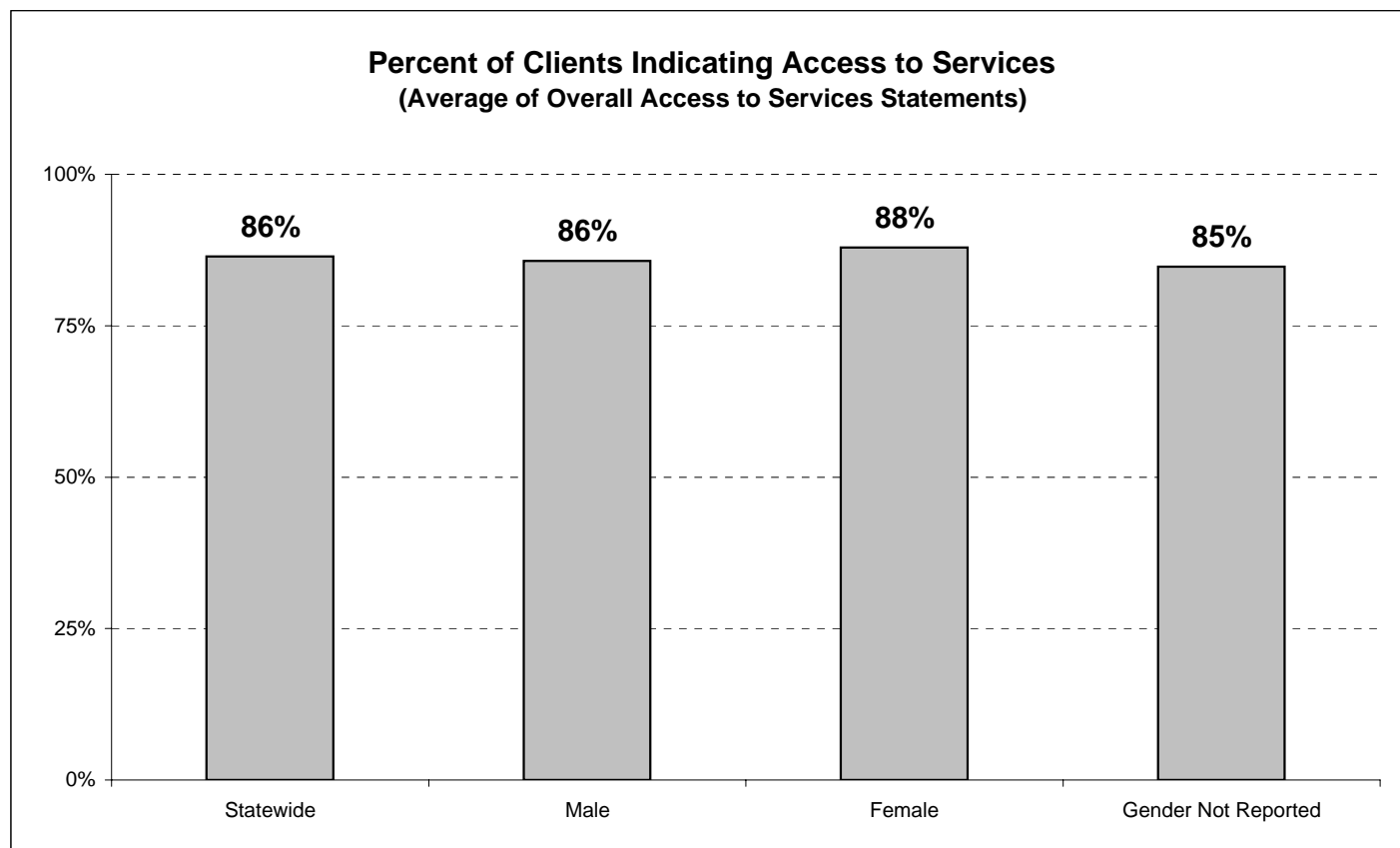
Access to Services

Summary for North Carolina By Gender

This table summarizes consumer perceptions about access to services statewide by gender.

Overall, roughly nine out of ten clients feel they have good access to services. Female clients are slightly more likely to feel services are accessible in area programs.

Consumers Surveyed October 2002	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	85%	90%	83%	89%	86%	86%
BY GENDER						
Male	84%	90%	82%	88%	85%	86%
Female	87%	90%	85%	90%	87%	88%
Gender Not Reported	83%	88%	81%	87%	84%	85%



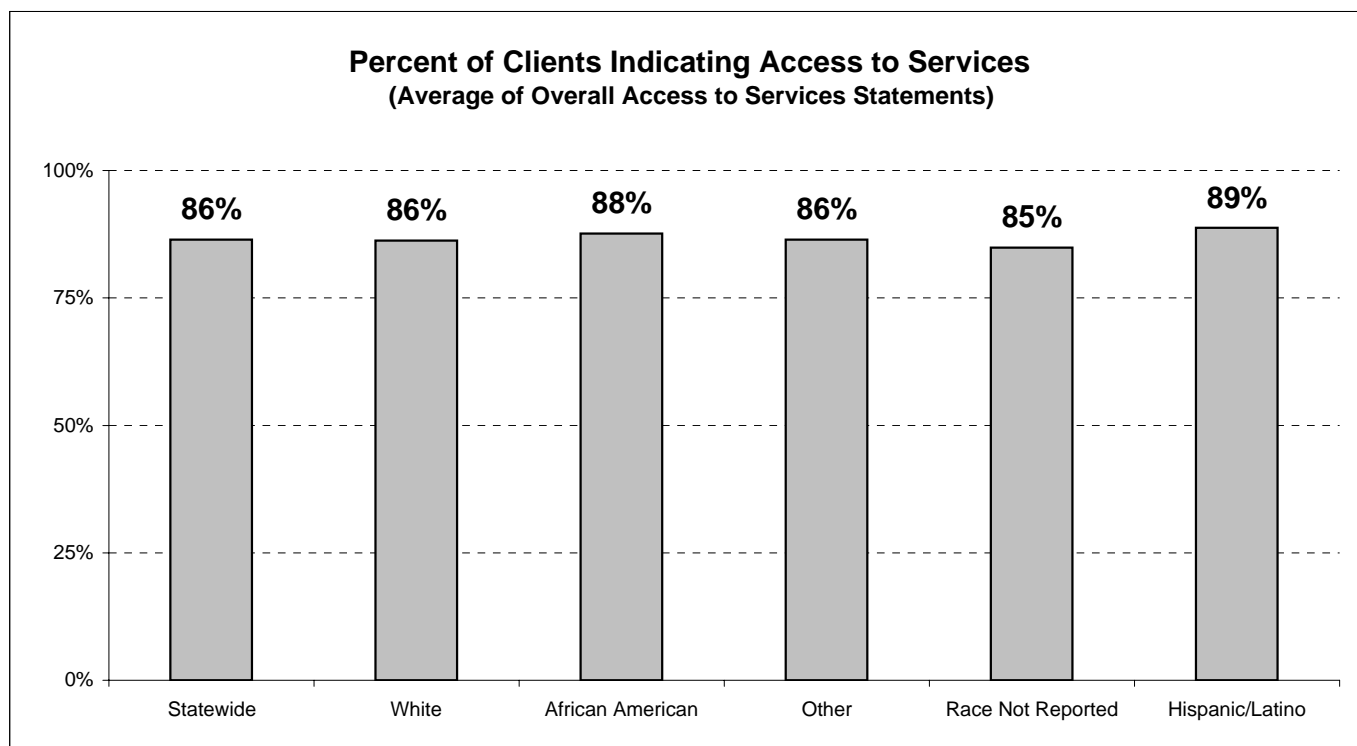
Access to Services

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about access to services statewide by race and ethnic groups

Overall, roughly nine out of ten clients feel they have good access to services. Overall there was little difference among racial and ethnic groups about their perceptions regarding access to services for their area programs.

Consumers Surveyed October 2002	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	85%	90%	83%	89%	86%	86%
BY RACE/ETHNICITY						
White	85%	90%	83%	88%	86%	86%
African American	86%	91%	84%	90%	87%	88%
Other (Native American, Asian and Other)	83%	88%	83%	89%	89%	86%
Race Not Reported	83%	89%	81%	87%	84%	85%
Hispanic/Latino	85%	91%	86%	91%	91%	89%
Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.						



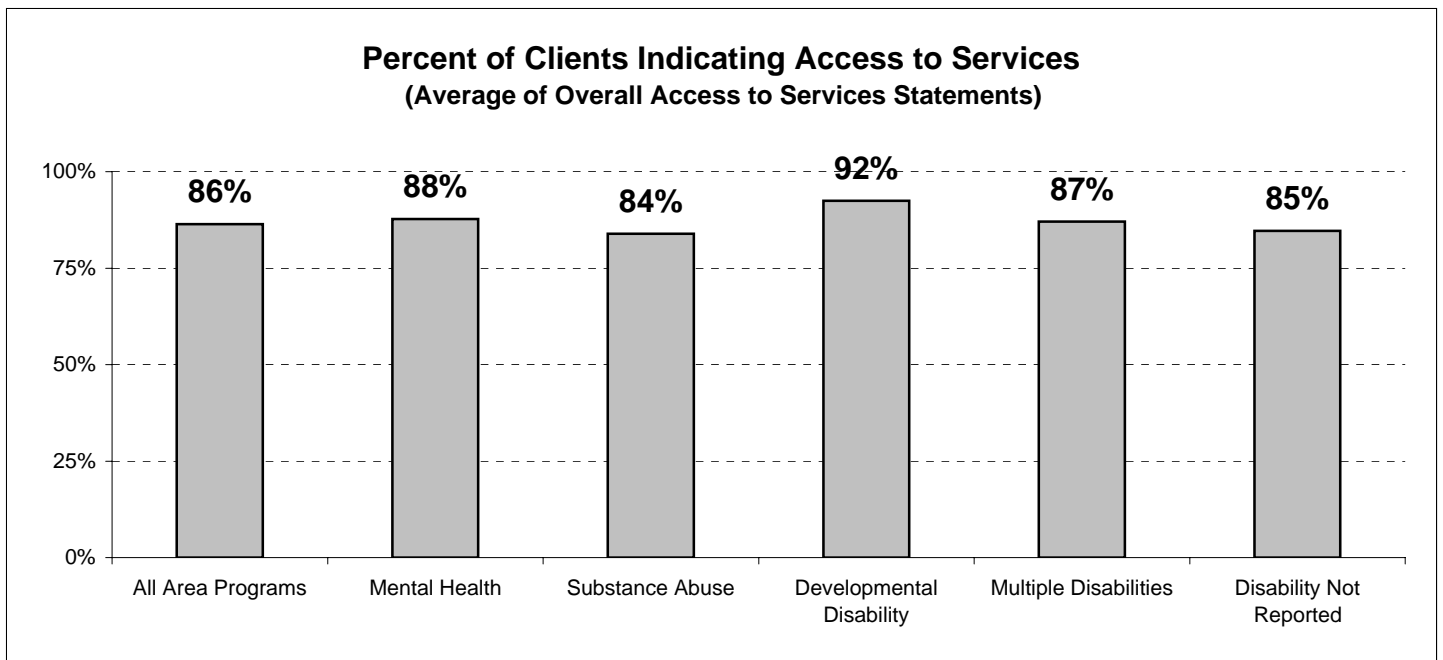
Access to Services

Summary for North Carolina By Clients' Disability

This table summarizes consumer perceptions about access to services statewide by clients' disability

Overall, roughly nine out of ten clients feel they have good access to services. Clients with developmental disabilities were most likely to feel that they have good access to services for their area programs and clients having substance abuse problems were somewhat less likely to feel that they had good access to services.

Access to Services						
Percent of Consumers Agreeing with Statement						
Consumers Surveyed October 2002	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	85%	90%	83%	89%	86%	86%
BY CLIENTS' DISABILITY						
Mental Health	87%	91%	85%	90%	87%	88%
Substance Abuse	82%	88%	79%	86%	85%	84%
Developmental Disability	86%	98%	92%	94%	93%	92%
Multiple Disabilities	85%	90%	84%	89%	87%	87%
Disability Not Reported	83%	89%	81%	87%	84%	85%



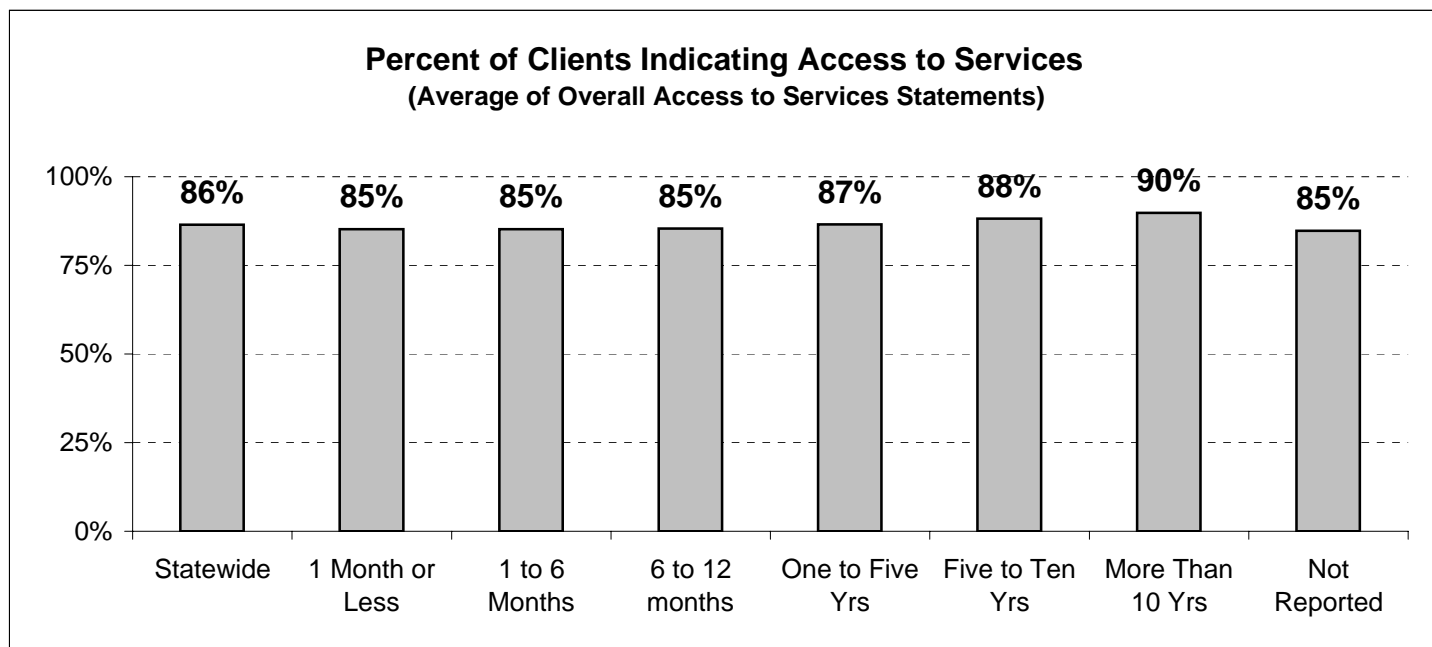
Access to Services

Summary for North Carolina By Length of Time at Area Program

This table summarizes consumer perceptions about access to services statewide by length of time since admission to the program.

Overall, roughly nine out of ten clients feel they have good access to services. Clients with longer lengths of service were slightly more likely to feel that they had good access to services.

Consumers Surveyed October 2002	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	85%	90%	83%	89%	86%	86%
BY LENGTH						
1 Month or Less	86%	90%	76%	88%	86%	85%
1 to 6 Months	83%	89%	81%	87%	85%	85%
6 to 12 months	83%	89%	83%	87%	84%	85%
One to Five Years	85%	90%	84%	89%	85%	87%
Five to Ten Years	86%	92%	85%	90%	88%	88%
More Than 10 Years	88%	92%	87%	93%	90%	90%
Admission Date Not Reported	83%	88%	81%	87%	84%	85%



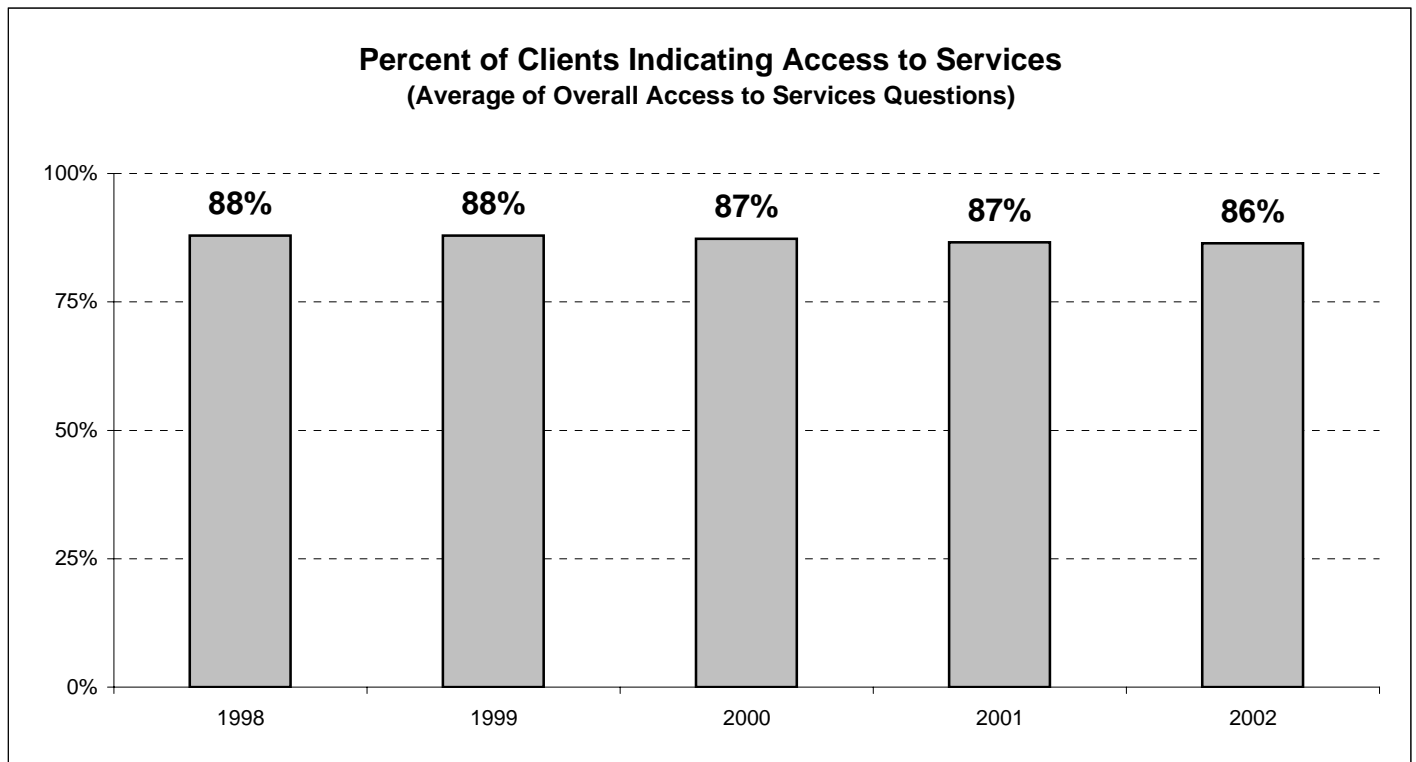
Access to Services

Summary for North Carolina by Year

This table summarizes consumer perceptions about access to services statewide by year.

The percent of consumers surveyed who felt that services were accessible has shown little change between 1998 and 2002.

Consumers Surveyed October 2002	Access to Services				
	Percent of Consumers Indicating Satisfaction with Access to Services				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Statewide	88%	88%	87%	87%	86%



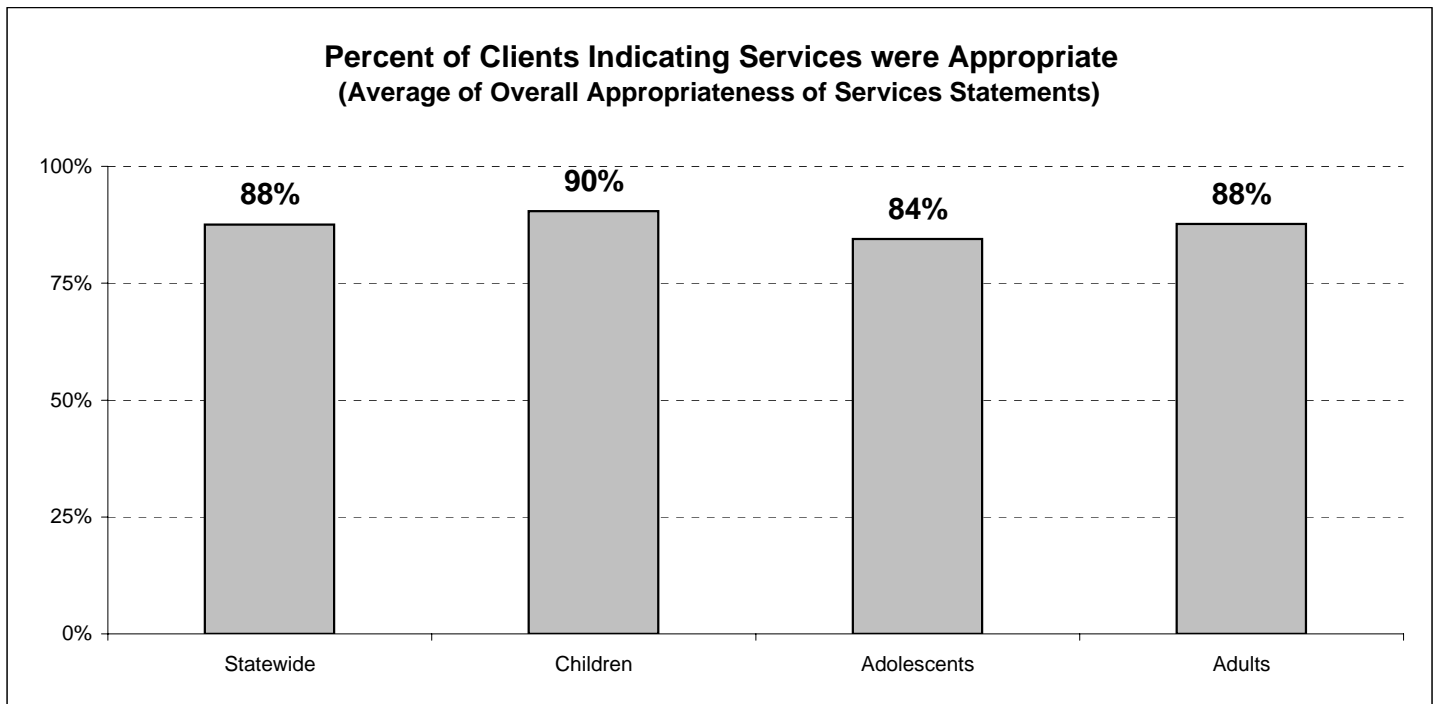
Appropriateness of Services

Summary for North Carolina By Age

This table summarizes consumer perceptions about the appropriateness of services received key age groups.

Overall, about nine out of ten clients feel the services they receive are appropriate. Most adolescents feel services are appropriate but at lower levels than other age groups while parents of young children are most likely to believe that services are appropriate.

Appropriateness of Services							
Percent of Consumers Agreeing with Statement							
Consumers Surveyed October 2002	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Statewide	91%	85%	84%	90%	87%	88%	88%
BY AGE CATEGORY							
Young Children (Clients Under 12, Parent Responding)	93%	90%	87%	92%	90%	90%	90%
Adolescents (Client Age 12-17)	90%	82%	79%	86%	84%	85%	84%
Adults (Client Age 18+)	91%	85%	84%	91%	87%	88%	88%



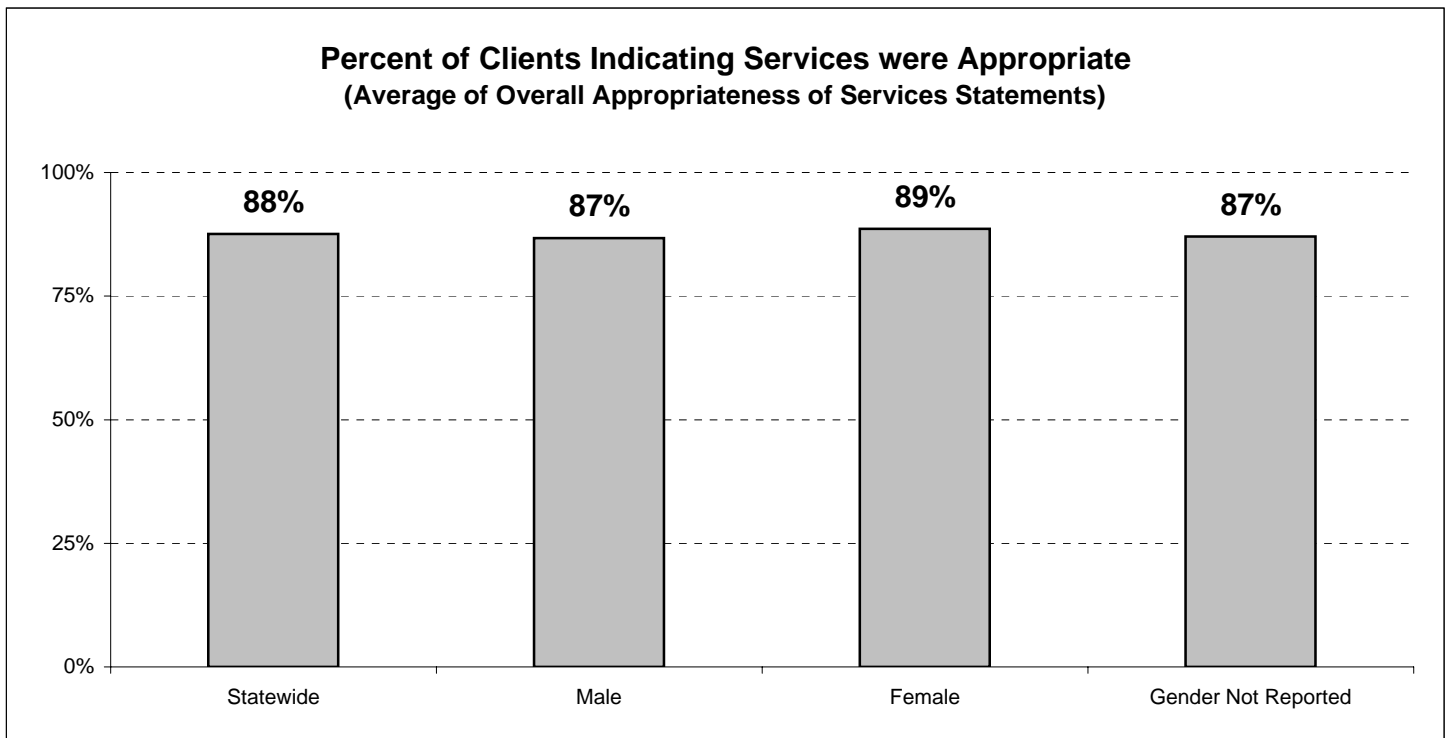
Appropriateness of Services

Summary for North Carolina By Gender

This table summarizes consumer perceptions about the appropriateness of services received by gender.

Overall, nine out of ten clients feel the services they receive are appropriate. Female clients are slightly more likely to feel services are appropriate than male respondents.

Consumers Surveyed October 2002	Appropriateness of Services						
	Percent of Consumers Agreeing with Statement						
	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Statewide	91%	85%	84%	90%	87%	88%	88%
BY GENDER							
Male	90%	84%	84%	90%	85%	87%	87%
Female	91%	87%	84%	92%	89%	89%	89%
Gender Not Reported	90%	85%	83%	90%	86%	88%	87%



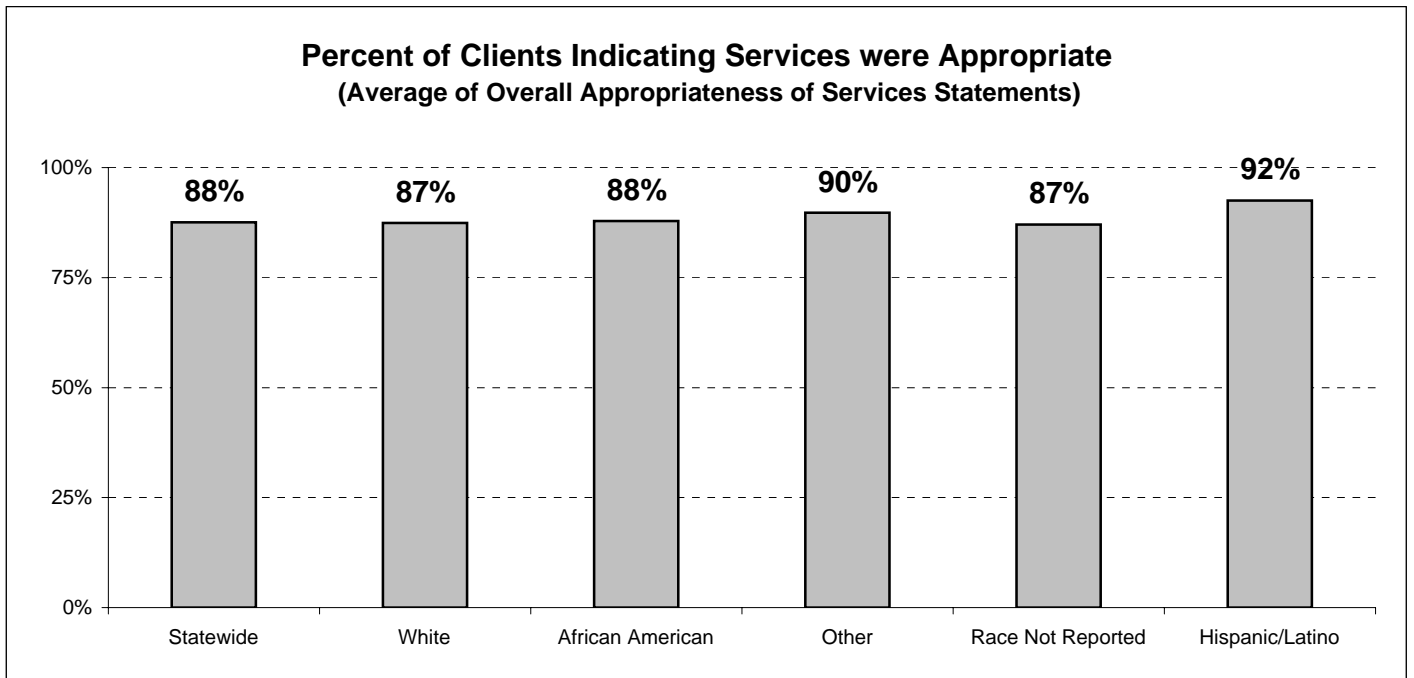
Appropriateness of Services

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about the appropriateness of services received by race and ethnicity.

Overall, about nine out of ten clients feel the services they receive are appropriate. Little difference was observed among the groups, although clients Hispanic/Latino clients were slightly more likely to consider services to be appropriate.

Appropriateness of Services							
Percent of Consumers Agreeing with Statement							
Consumers Surveyed October 2002	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Statewide	91%	85%	84%	90%	87%	88%	88%
BY RACE/ETHNICITY							
White	91%	86%	83%	91%	87%	87%	87%
African American	91%	85%	85%	90%	87%	89%	88%
Other (Native American, Asian and Other)	92%	85%	87%	91%	93%	91%	90%
Race Not Reported	90%	85%	83%	90%	86%	88%	87%
Hispanic/Latino	94%	87%	92%	95%	94%	94%	92%
Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.							



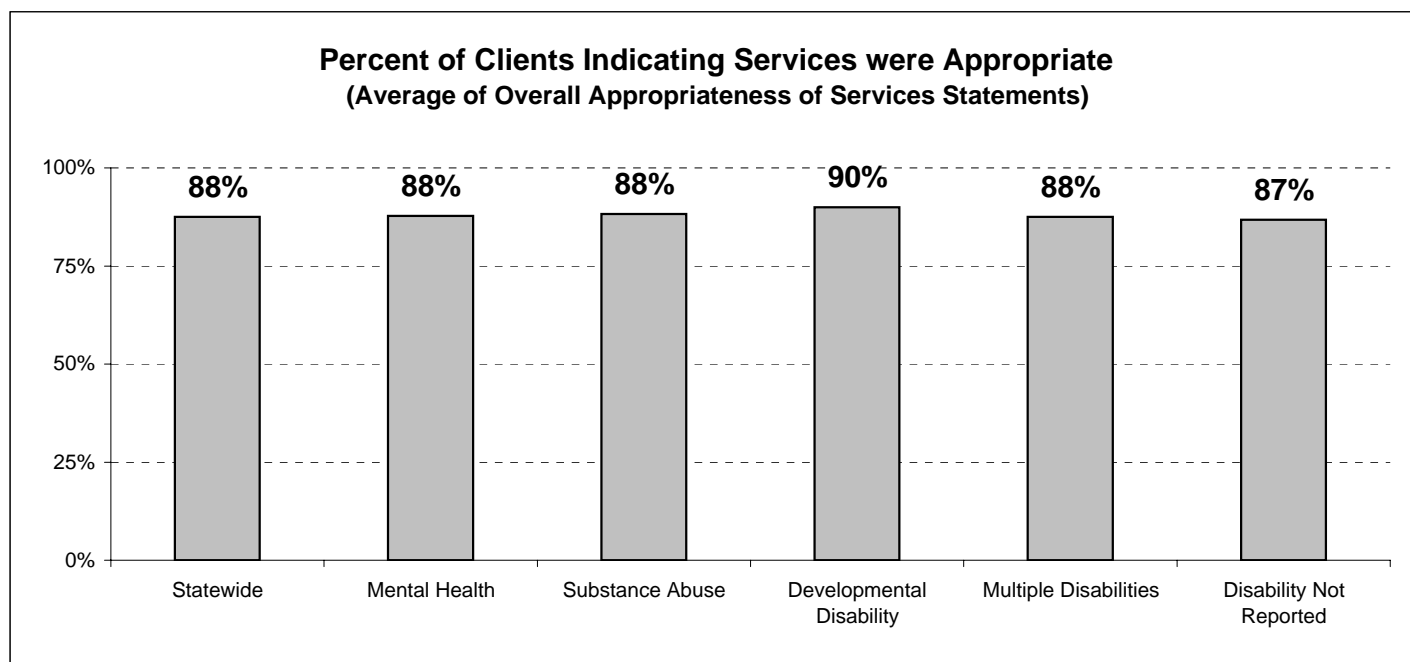
Appropriateness of Services

Summary for North Carolina by Clients' Disability

This table summarizes consumer perceptions about the appropriateness of services received by clients' disability.

Overall, roughly nine out of ten clients feel services they require are appropriate. Clients with developmental disabilities were slightly more likely to feel the services that they receive are appropriate.

Consumers Surveyed October 2002	Appropriateness of Services						
	Percent of Consumers Agreeing with Statement						
	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Statewide	91%	85%	84%	90%	87%	88%	88%
BY CLIENTS' DISABILITY							
Mental Health	91%	86%	84%	91%	88%	88%	88%
Substance Abuse	93%	85%	86%	90%	87%	88%	88%
Developmental Disability	89%	90%	85%	95%	91%	90%	90%
Multiple Disabilities	90%	85%	85%	90%	87%	88%	88%
Disability Not Reported	91%	85%	82%	90%	86%	87%	87%



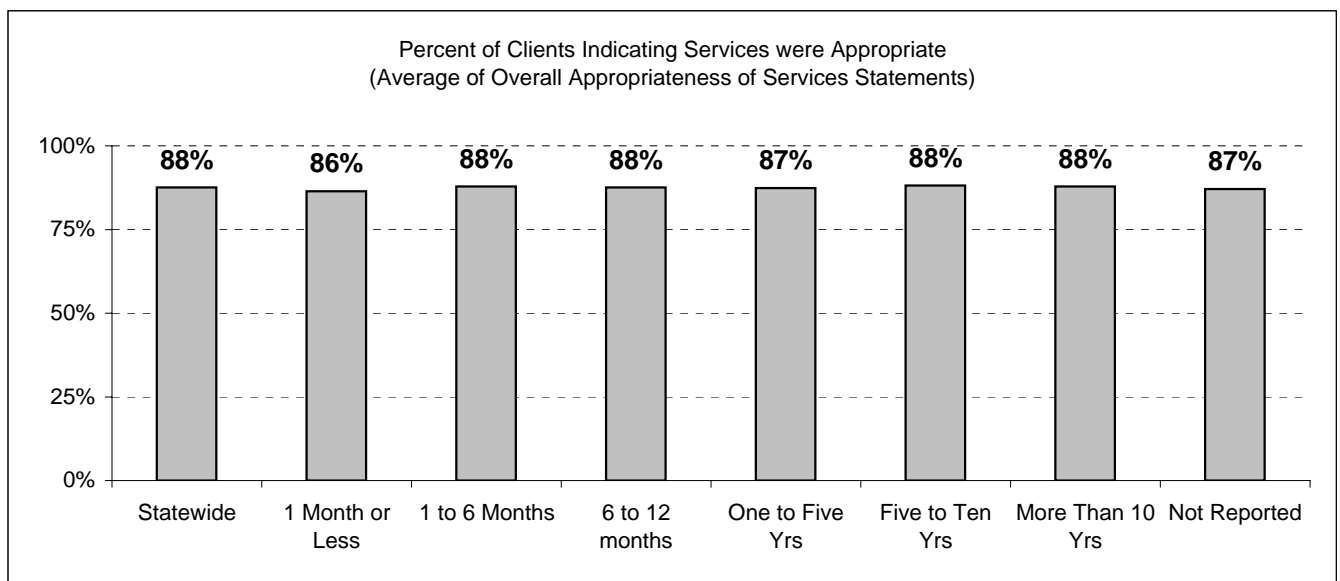
Appropriateness of Services

Summary for North Carolina By Length of Time at Area Program

This table summarizes consumer perceptions about the appropriateness of services received by length of time since admission to the program.

Overall, roughly nine out of ten clients feel services they require are appropriate. Agreement with these statements is approximately the same regardless of length of time in the area program.

Appropriateness of Services							
Percent of Consumers Agreeing with Statement							
Consumers Surveyed October 2002	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Statewide	91%	85%	84%	90%	87%	88%	88%
BY LENGTH							
1 Month or Less	91%	85%	77%	92%	87%	85%	86%
1 to 6 Months	92%	86%	84%	91%	87%	88%	88%
6 to 12 months	91%	85%	84%	91%	87%	88%	88%
One to Five Years	91%	85%	84%	90%	87%	88%	87%
Five to Ten Years	90%	87%	85%	90%	88%	89%	88%
More Than 10 Years	90%	85%	86%	90%	87%	89%	88%
Admission Date Not Reported	90%	85%	83%	90%	86%	88%	87%



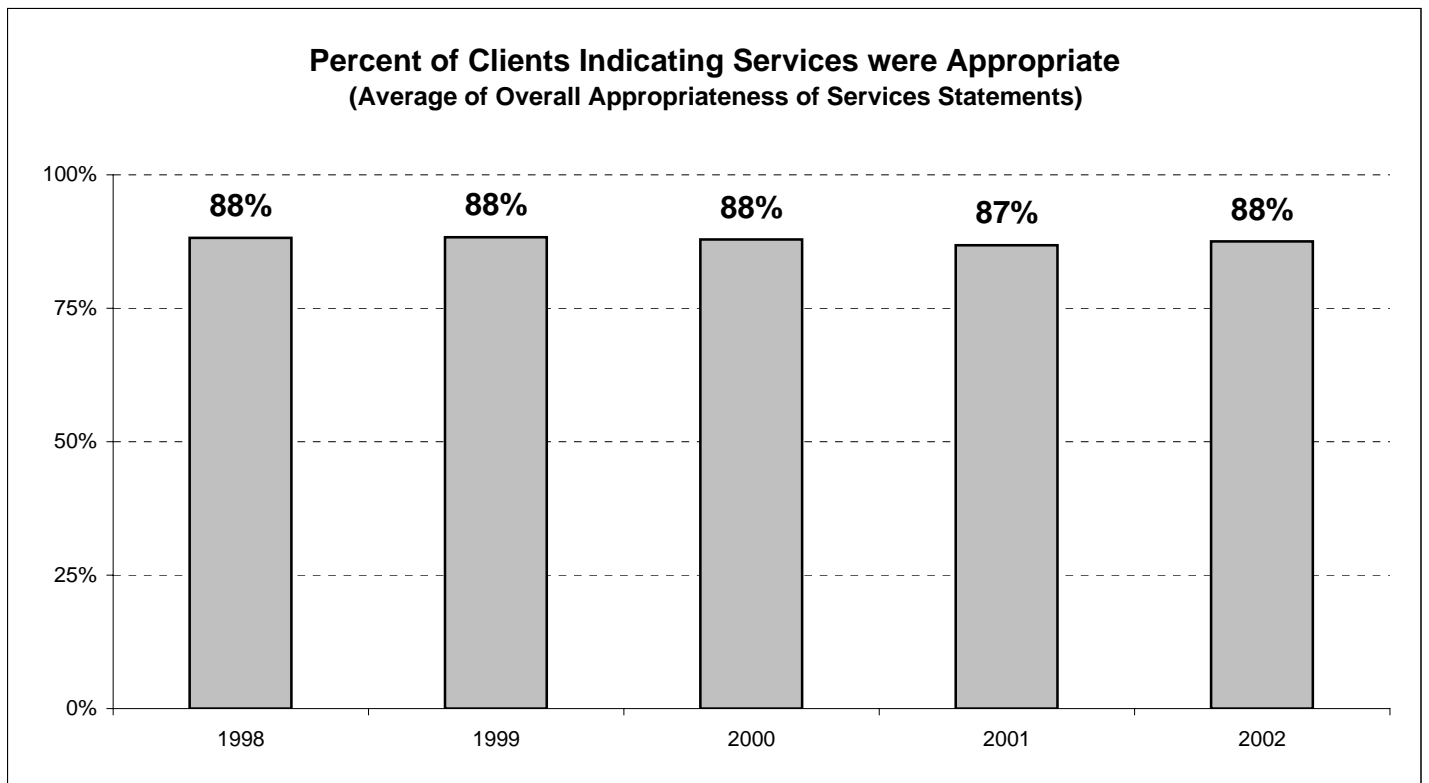
Appropriateness of Services

Summary for North Carolina by Year

This table summarizes consumer perceptions about the appropriateness of services received by year.

The percent of consumers surveyed who felt that services were appropriate has remained almost constant between 1998 and 2002 for area programs.

Consumers Surveyed October 2002	Appropriateness of Services				
	Percent of Consumers Indicating Satisfaction with Appropriateness of Services				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Statewide	88%	88%	88%	87%	88%



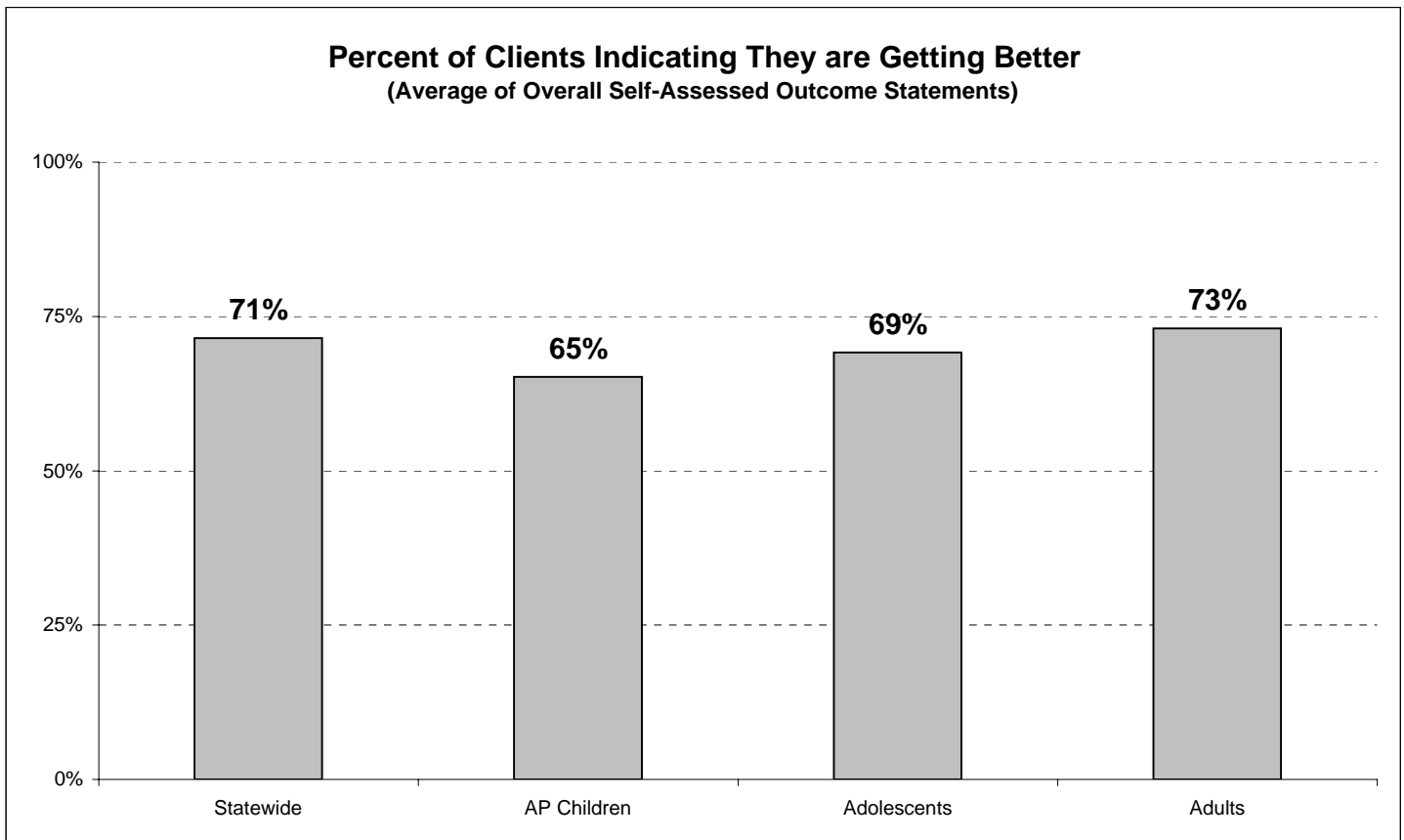
Self-Assessment of Outcomes

Summary for North Carolina by Age

This table summarizes consumer perceptions about their own assessment of outcomes or progress for key age groups.

Overall, most clients indicated they were getting better. Seven out of ten clients saw improvement for each of the statements posed to them. In area programs, adults were most likely to feel that they were making progress while parents of young children were less likely to think their children were making progress.

Consumers Surveyed October 2002	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	76%	74%	70%	73%	71%	69%	67%	71%
BY AGE CATEGORY								
Young Children (Clients Under 12, Parent Responding)	67%	64%	57%	70%	68%	71%	60%	65%
Adolescents (Client Age 12-17)	71%	70%	64%	71%	73%	71%	65%	69%
Adults (Client Age 18+)	79%	77%	74%	75%	71%	68%	69%	73%



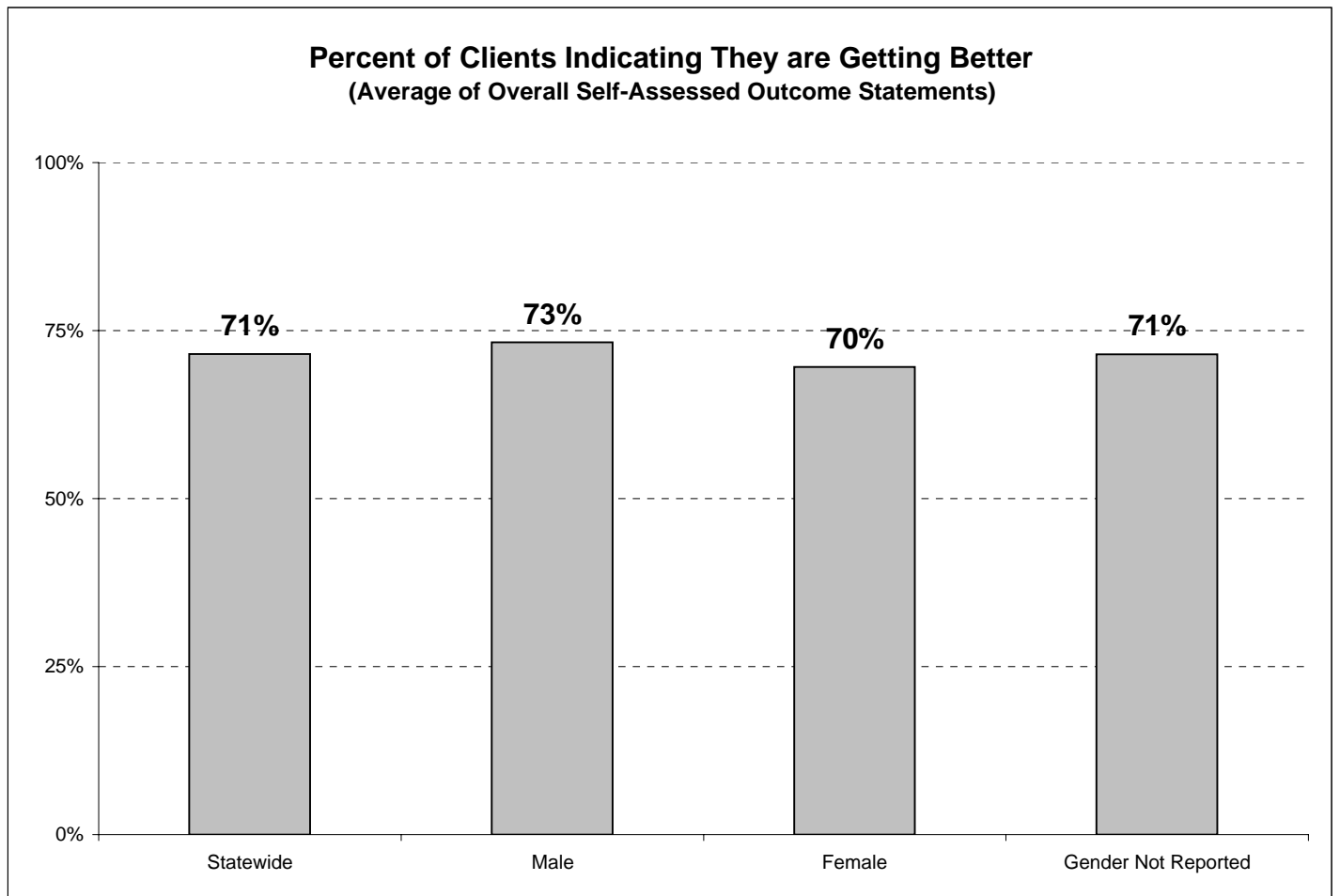
Self-Assessment of Outcomes

Summary for North Carolina By Gender

This table summarizes consumer perceptions about their own assessment of outcomes or progress by gender.

Overall, most clients indicated they were getting better. Seven out of ten clients saw improvement for each of the statements posed to them. Male clients were slightly more likely to believe they were making progress than female clients.

Consumers Surveyed October 2002	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	76%	74%	70%	73%	71%	69%	67%	71%
BY GENDER								
Male	77%	75%	72%	76%	73%	70%	70%	73%
Female	75%	72%	68%	71%	68%	68%	64%	70%
Gender Not Reported	76%	74%	70%	73%	72%	68%	67%	71%



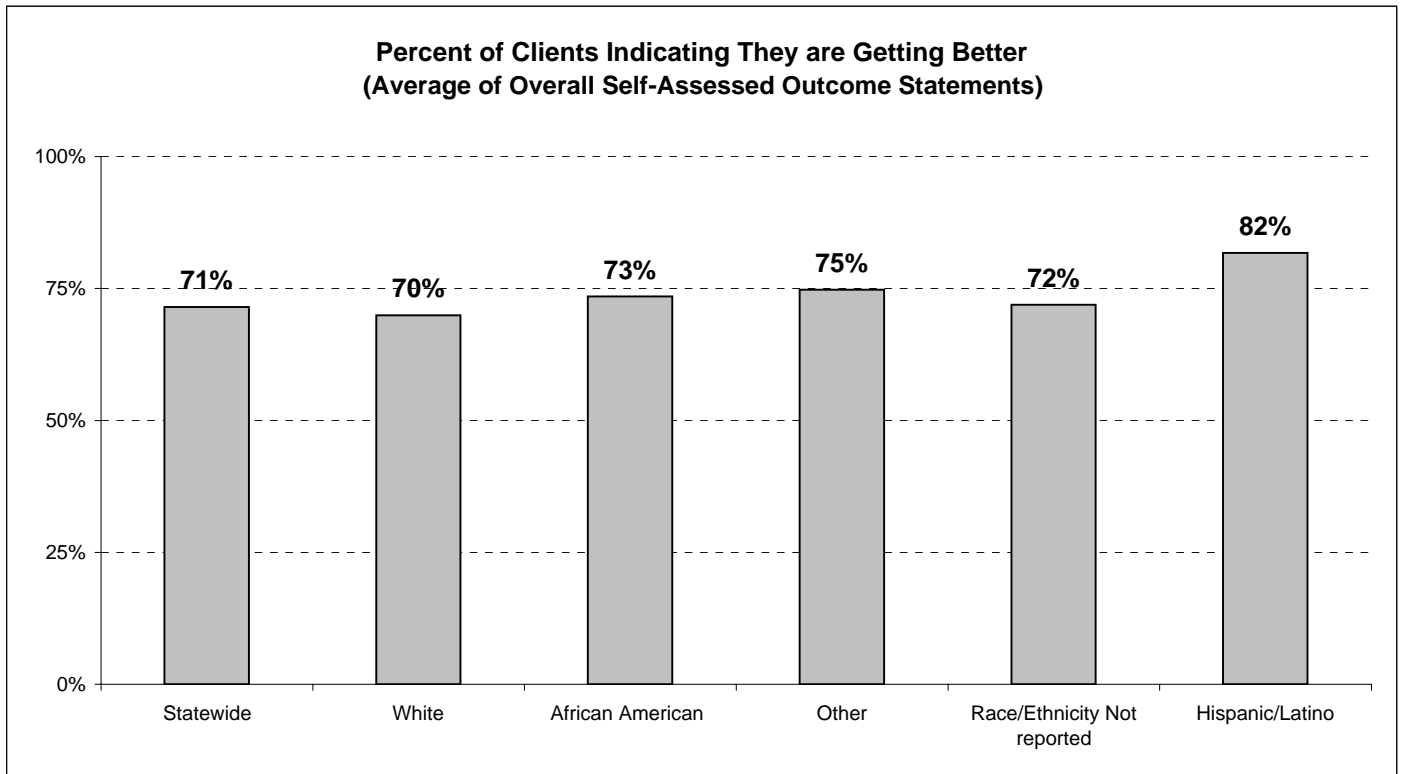
Self-Assessment of Outcomes

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about their own assessment of outcomes or progress for racial and ethnic groups.

Overall, most clients indicated they were getting better. Seven out of ten clients saw improvement for each of the statements posed to them. Hispanic/Latino clients were most likely to perceive that they were getting better while whites were less likely to perceive that they were getting better than other groups.

Consumers Surveyed October 2002	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	76%	74%	70%	73%	71%	69%	67%	71%
BY RACE/ETHNICITY								
White	75%	73%	69%	72%	68%	67%	65%	70%
African American	77%	75%	71%	76%	73%	72%	70%	73%
Other (Native American, Asian and Other)	79%	77%	73%	77%	76%	74%	68%	75%
Race Not Reported	76%	74%	71%	73%	72%	69%	68%	72%
Hispanic/Latino	94%	87%	92%	95%	94%	94%	92%	82%
Hispanic or Latino is a special ethnic designation that is made separate from race in the client data. Clients who are marked as such may come from any racial group.								



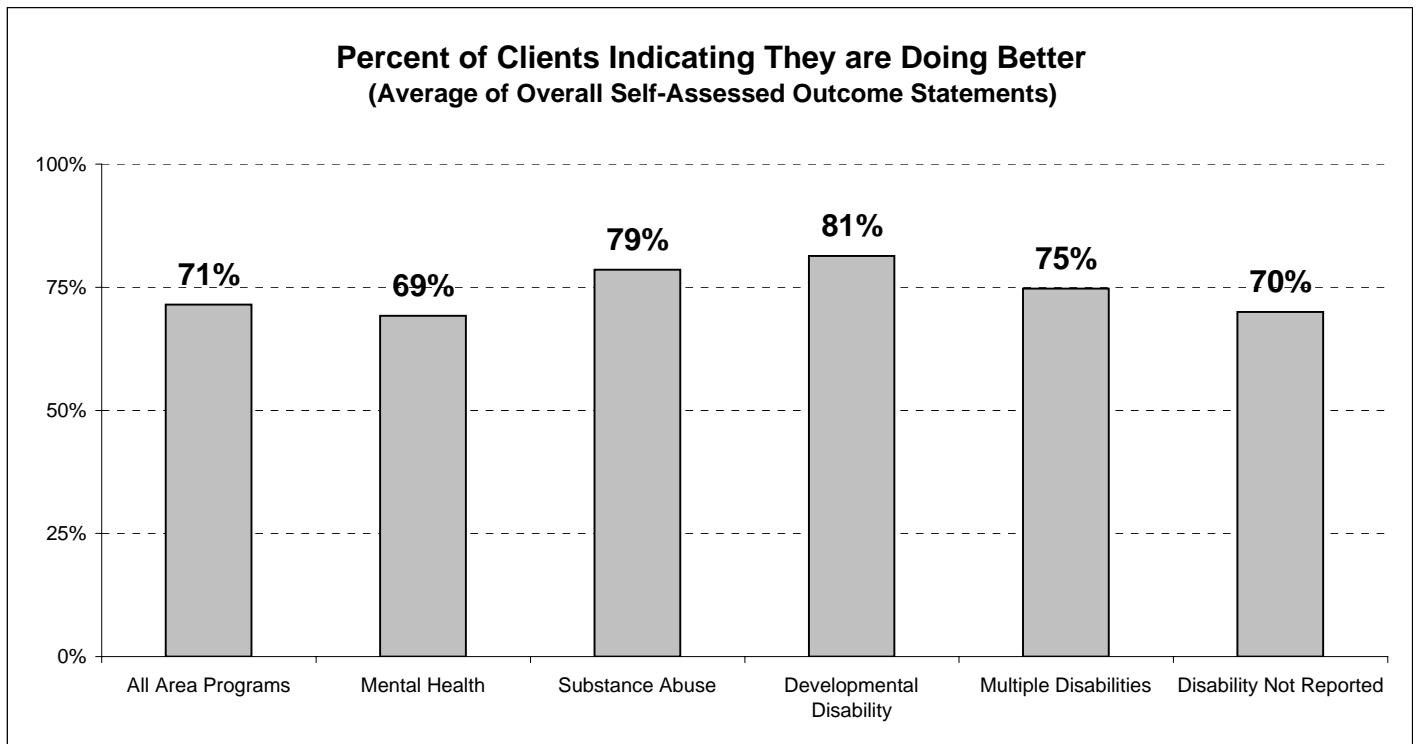
Self-Assessment of Outcomes

Summary for North Carolina By Clients' Disability

This table summarizes consumer perceptions about their own assessment of outcomes or progress by clients' disability.

Seven out of ten clients saw improvement for each of the statements posed to them. Clients with developmental disabilities were most likely to feel they were making progress. Clients with mental health problems were less likely to feel they were making progress although most still felt they were doing better.

Consumers Surveyed October 2002	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	76%	74%	70%	73%	71%	69%	67%	71%
BY CLIENTS' DISABILITY								
Mental Health	75%	72%	68%	72%	67%	66%	65%	69%
Substance Abuse	82%	81%	79%	78%	76%	76%	77%	79%
Developmental Disability	86%	80%	75%	85%	84%	85%	74%	81%
Multiple Disabilities	80%	77%	73%	76%	74%	72%	70%	75%
Disability Not Reported	74%	72%	68%	72%	72%	68%	66%	70%



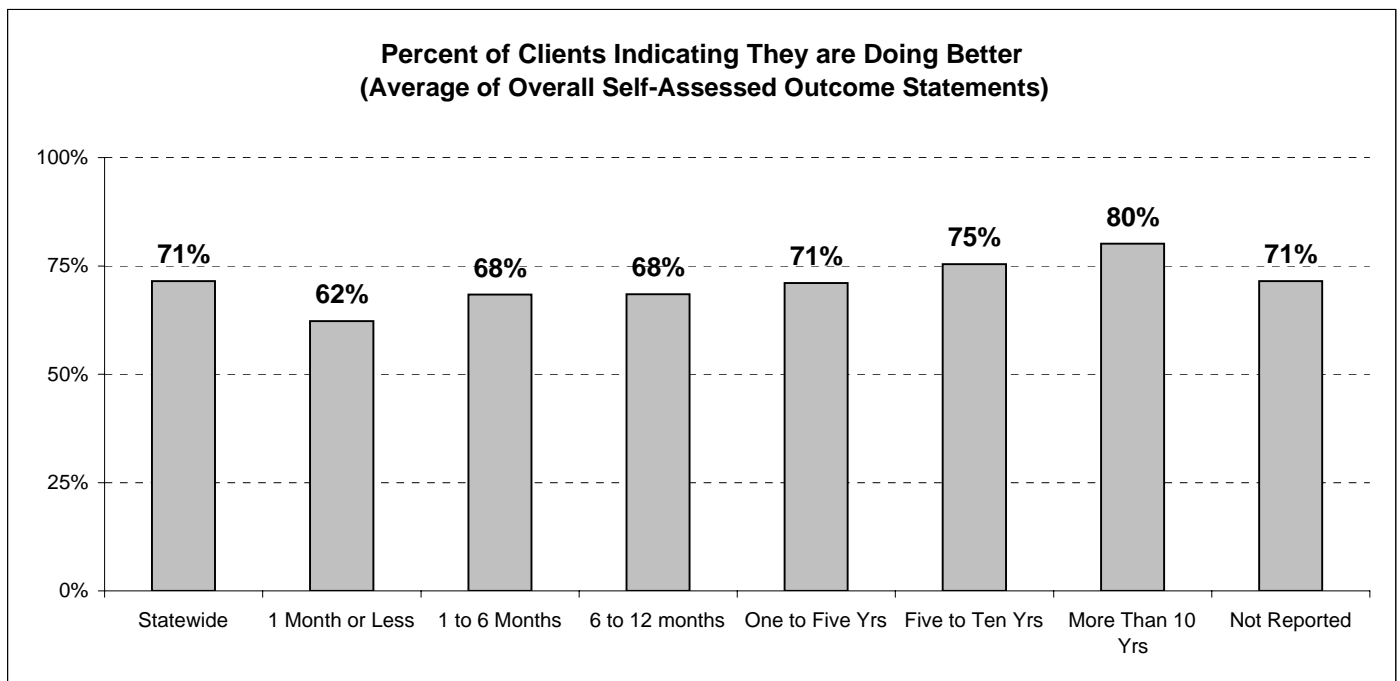
Self-Assessment of Outcomes

Summary for North Carolina By Length of Time at Area Program

This table summarizes consumer perceptions about their own assessment of outcomes or progress by length of time since admission to the program.

Seven out of ten clients saw improvement for each of the statements posed to them. The longer the consumer has been served by the area programs the more positive they assessed their outcomes or progress. Those in one month or less showing feelings of progress as would be expected while those in more than 10 years showing the most agreement with these positive statements.

Consumers Surveyed October 2002	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	76%	74%	70%	73%	71%	69%	67%	71%
BY LENGTH								
1 Month or Less	67%	64%	62%	66%	61%	59%	57%	62%
1 to 6 Months	72%	70%	66%	70%	68%	68%	64%	68%
6 to 12 months	73%	70%	66%	72%	68%	67%	64%	68%
One to Five Years	76%	73%	69%	73%	70%	70%	66%	71%
Five to Ten Years	79%	79%	74%	77%	75%	73%	71%	75%
More Than 10 Years	85%	84%	81%	82%	78%	75%	77%	80%
Admission Date Not Reported	76%	74%	70%	73%	72%	68%	67%	71%



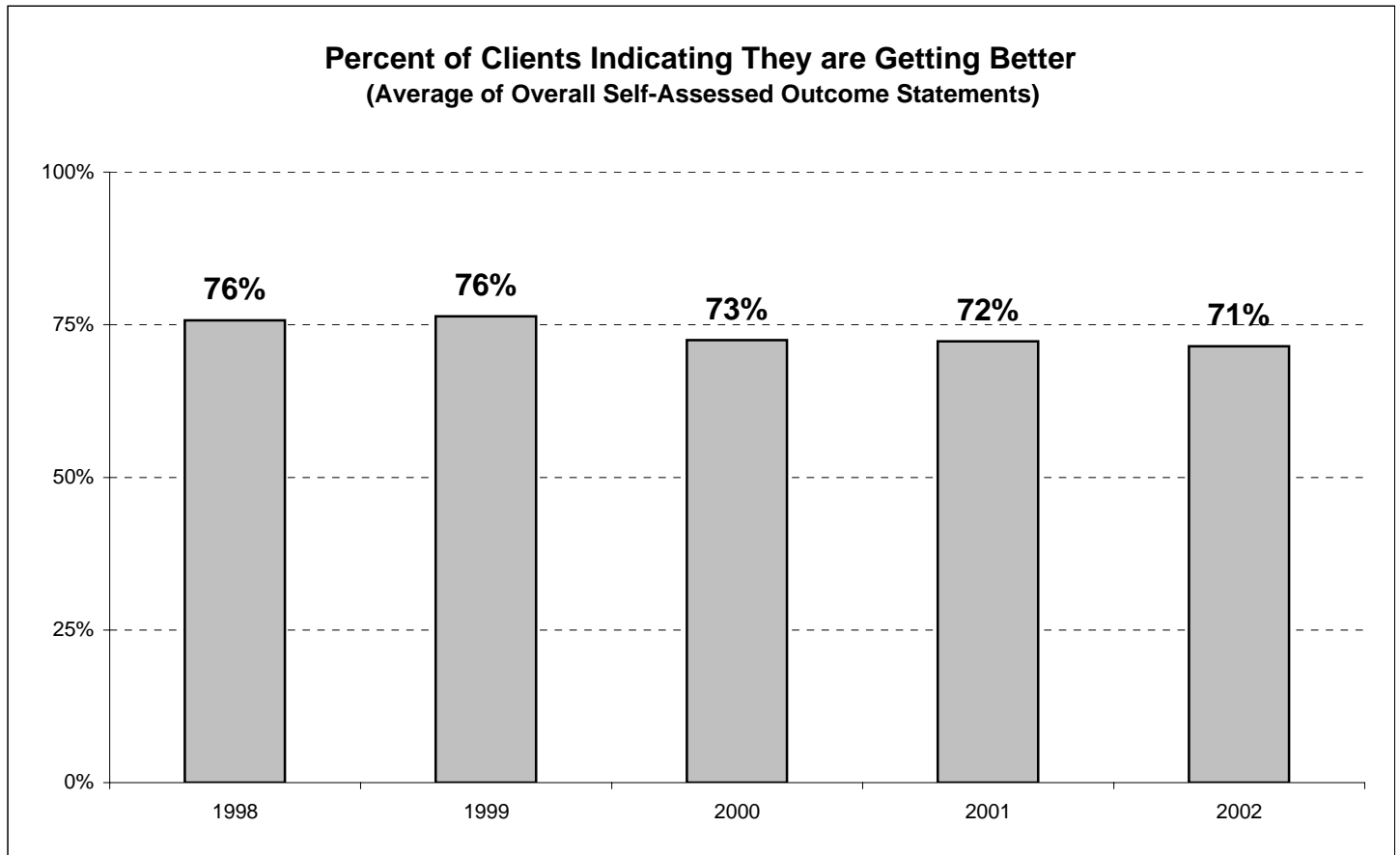
Self-Assessment of Outcomes

Summary for North Carolina by Year

This table summarizes consumer perceptions about their own assessment of outcomes or progress for area programs by year.

The percent of consumers surveyed who felt that they were making progress has declined slightly from the late 1990s.

Consumers Surveyed October 2002	Self-Assessment of Outcomes				
	Percent of Consumers Indicating They Were Making Progress				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Statewide	76%	76%	73%	72%	71%



Overall Satisfaction with Services

Detailed Questions by Area Program

This table summarizes the overall levels of satisfaction for area programs by detailed question.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. No area program averaged less than 81 percent of consumers surveyed indicating they were satisfied with services overall.

Consumers Surveyed October 2002	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfaction with Services
Alamance-Caswell	90%	84%	87%	87%
Albemarle	91%	88%	88%	89%
Blue Ridge	92%	86%	89%	89%
Catawba	88%	86%	87%	87%
Centerpoint	90%	85%	89%	88%
Crossroads	88%	82%	85%	85%
Cumberland	91%	85%	88%	88%
Davidson	90%	88%	95%	91%
Duplin-Sampson	95%	91%	93%	93%
Durham	85%	76%	82%	81%
Edgecombe-Nash	91%	86%	90%	89%
Foothills	94%	91%	93%	93%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	88%	86%	83%	86%
Lee-Harnett	87%	84%	90%	87%
Lenoir	94%	86%	96%	92%
Mecklenburg	87%	81%	86%	85%
Neuse	91%	87%	90%	89%
New River	93%	87%	91%	90%
Onslow	95%	90%	90%	91%
OPC	91%	84%	88%	88%
Pathways	90%	86%	89%	88%
Piedmont	86%	80%	83%	83%
Pitt	90%	84%	88%	87%
Randolph	90%	85%	89%	88%
Riverstone	97%	89%	93%	93%
Roanoke-Chowan	97%	93%	92%	94%
Rockingham	92%	89%	94%	92%
Rutherford-Polk	88%	83%	86%	85%
Sandhills	92%	86%	89%	89%
Smoky Mountain	90%	84%	88%	87%
Southeastern Center	94%	88%	90%	91%
Southeastern Regional	91%	87%	92%	90%
Tideland	90%	82%	88%	87%
Trend	95%	87%	92%	91%
VGFW	95%	88%	90%	91%
Wake	88%	83%	88%	86%
Wayne	92%	90%	92%	91%
Wilson-Greene	95%	87%	90%	90%
All Area Programs	91%	85%	89%	88%

Overall Satisfaction with Services

Age Summary by Area Program

This table summarizes the overall levels of satisfaction for area programs by different age groups.

Overall, most clients surveyed in area programs indicated they were satisfied with services. In most area programs, adolescents were less likely to indicate satisfaction than other age groups, though this percent is always at or above 67%. For adults, the percent of adults who were satisfied overall was always at or above 80%.

Consumers Surveyed October 2002	Overall Satisfaction with Services			
	Average Percent of Consumers Indicating Overall Satisfaction			
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Average for All Ages
Alamance-Caswell	90%	79%	88%	87%
Albemarle	87%	86%	90%	89%
Blue Ridge	95%	77%	90%	89%
Catawba	98%	83%	86%	87%
Centerpoint	89%	84%	88%	88%
Crossroads	94%	76%	86%	85%
Cumberland	92%	86%	88%	88%
Davidson	89%	NA	92%	91%
Duplin-Sampson	95%	84%	94%	93%
Durham	89%	77%	80%	81%
Edgecombe-Nash	88%	67%	92%	89%
Foothills	95%	92%	92%	93%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	89%	86%	85%	86%
Lee-Harnett	86%	78%	92%	87%
Lenoir	89%	91%	92%	92%
Mecklenburg	91%	75%	86%	85%
Neuse	84%	85%	90%	89%
New River	93%	79%	91%	90%
Onslow	89%	91%	92%	91%
OPC	89%	79%	90%	88%
Pathways	89%	82%	89%	88%
Piedmont	85%	74%	85%	83%
Pitt	94%	77%	88%	87%
Randolph	92%	74%	90%	88%
Riverstone	95%	86%	94%	93%
Roanoke-Chowan	97%	87%	95%	94%
Rockingham	84%	81%	94%	92%
Rutherford-Polk	76%	70%	90%	85%
Sandhills	95%	77%	90%	89%
Smoky Mountain	86%	84%	88%	87%
Southeastern Center	94%	88%	91%	91%
Southeastern Regional	87%	83%	92%	90%
Tideland	88%	76%	90%	87%
Trend	97%	90%	90%	91%
VGFW	93%	79%	93%	91%
Wake	91%	76%	88%	86%
Wayne	83%	87%	93%	91%
Wilson-Greene	93%	78%	93%	90%
All Area Programs	91%	80%	89%	88%

Overall Satisfaction with Services

Summary by Gender

This table summarizes the overall levels of satisfaction for area programs by gender.

Overall, most clients surveyed in area programs indicated they were satisfied with services. In most area programs, female consumers were somewhat more likely to indicate overall satisfaction. No area program had less than 80% indicating overall satisfaction with services for either gender.

Consumers Surveyed October 2002	Overall Satisfaction with Services		
	Average Percent of Consumers Indicating Overall Satisfaction		
	Males	Females	Gender Not Reported
Alamance-Caswell	83%	91%	89%
Albemarle	88%	89%	94%
Blue Ridge	86%	92%	84%
Catawba	84%	91%	90%
Centerpoint	85%	91%	88%
Crossroads	85%	86%	82%
Cumberland	88%	87%	89%
Davidson	91%	90%	100%
Duplin-Sampson	94%	93%	81%
Durham	80%	81%	82%
Edgecombe-Nash	85%	93%	NA
Foothills	92%	94%	90%
Guilford	Not Reported	Not Reported	Not Reported
Johnston	89%	83%	NA
Lee-Harnett	87%	89%	86%
Lenoir	95%	89%	NA
Mecklenburg	83%	86%	85%
Neuse	88%	91%	88%
New River	92%	90%	86%
Onslow	92%	91%	92%
OPC	86%	90%	87%
Pathways	87%	89%	88%
Piedmont	81%	85%	83%
Pitt	87%	90%	83%
Randolph	84%	91%	90%
Riverstone	92%	95%	91%
Roanoke-Chowan	92%	96%	100%
Rockingham	91%	92%	98%
Rutherford-Polk	84%	91%	80%
Sandhills	88%	90%	95%
Smoky Mountain	85%	90%	87%
Southeastern Center	90%	92%	89%
Southeastern Regional	85%	91%	93%
Tideland	87%	86%	88%
Trend	91%	91%	92%
VGFW	87%	94%	92%
Wake	83%	88%	89%
Wayne	87%	94%	94%
Wilson-Greene	90%	93%	83%
All Area Programs	87%	90%	87%

Overall Satisfaction with Services

Summary by Race and Ethnicity

This table summarizes the overall levels of satisfaction for area programs by different race and ethnic groups.

Overall, most clients surveyed in area programs indicated they were satisfied with services. There were no consistent patterns across the state. However, no area program had less than 75% of any racial or ethnic group indicating overall satisfaction with services.

Consumers Surveyed October 2002	Overall Satisfaction with Services				
	Average Percent of Consumers Indicating Overall Satisfaction				
	White	African American	Other (Native American, Asian and Other)	Race Not Reported	Hispanic/Latino
Alamance-Caswell	88%	84%	94%	89%	95%
Albemarle	88%	91%	NA	94%	NA
Blue Ridge	89%	90%	100%	84%	100%
Catawba	85%	92%	NA	91%	NA
Centerpoint	87%	89%	93%	88%	95%
Crossroads	85%	85%	86%	82%	82%
Cumberland	88%	88%	84%	89%	90%
Davidson	91%	88%	NA	100%	NA
Duplin-Sampson	92%	95%	95%	82%	97%
Durham	81%	81%	75%	81%	NA
Edgecombe-Nash	91%	88%	NA	100%	NA
Foothills	93%	93%	91%	NA	93%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	88%	82%	NA	NA	NA
Lee-Harnett	89%	87%	NA	86%	NA
Lenoir	83%	99%	NA	NA	NA
Mecklenburg	82%	85%	89%	85%	90%
Neuse	92%	86%	NA	88%	NA
New River	91%	NA	NA	86%	NA
Onslow	91%	94%	86%	91%	NA
OPC	90%	84%	94%	87%	NA
Pathways	88%	89%	88%	88%	NA
Piedmont	81%	89%	NA	83%	NA
Pitt	89%	87%	86%	83%	NA
Randolph	88%	86%	91%	90%	89%
Riverstone	93%	93%	94%	91%	NA
Roanoke-Chowan	93%	94%	NA	100%	NA
Rockingham	90%	94%	NA	98%	NA
Rutherford-Polk	87%	86%	NA	80%	NA
Sandhills	89%	88%	90%	95%	90%
Smoky Mountain	87%	NA	90%	87%	NA
Southeastern Center	91%	90%	93%	90%	98%
Southeastern Regional	87%	88%	91%	93%	NA
Tideland	87%	86%	NA	88%	NA
Trend	91%	100%	NA	92%	NA
VGFW	87%	93%	91%	91%	NA
Wake	84%	86%	92%	89%	93%
Wayne	89%	94%	NA	94%	NA
Wilson-Greene	92%	91%	NA	83%	NA
All Area Programs	88%	88%	90%	87%	92%

NA indicates there were less than ten responses so the data is not shown for the area program.

Overall Satisfaction with Services

Summary by Clients' Disability

This table summarizes the overall levels of satisfaction for area programs by clients disability.

Overall, most clients in all four disability groups surveyed in area programs indicated they were satisfied with services with the largest variation being in substance abuse. However, across all area programs, the overall satisfaction for substance abuse clients was 68% or higher.

Consumers Surveyed October 2002	Overall Satisfaction with Services				
	Average Percent of Consumers Indicating Overall Satisfaction				
	Mental Health	Substance Abuse	Developmental Disability	Multiple Disabilities	Disability Not Reported
Alamance-Caswell	88%	88%	NA	86%	86%
Albemarle	89%	94%	NA	81%	92%
Blue Ridge	93%	85%	NA	88%	86%
Catawba	85%	87%	NA	93%	89%
Centerpoint	88%	88%	NA	89%	88%
Crossroads	86%	88%	100%	81%	85%
Cumberland	89%	91%	NA	85%	88%
Davidson	91%	NA	NA	91%	90%
Duplin-Sampson	93%	91%	NA	95%	90%
Durham	82%	68%	NA	83%	83%
Edgecombe-Nash	92%	88%	NA	95%	77%
Foothills	93%	83%	NA	95%	92%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	87%	90%	NA	85%	80%
Lee-Harnett	90%	NA	NA	90%	83%
Lenoir	93%	NA	NA	88%	96%
Mecklenburg	84%	83%	95%	83%	85%
Neuse	90%	91%	NA	85%	88%
New River	91%	93%	NA	89%	87%
Onslow	89%	93%	98%	92%	92%
OPC	91%	90%	NA	84%	87%
Pathways	89%	91%	NA	88%	85%
Piedmont	86%	79%	NA	90%	81%
Pitt	86%	88%	91%	90%	84%
Randolph	92%	86%	NA	82%	84%
Riverstone	90%	NA	NA	94%	91%
Roanoke-Chowan	94%	86%	NA	96%	93%
Rockingham	93%	96%	NA	83%	89%
Rutherford-Polk	86%	98%	NA	95%	78%
Sandhills	89%	93%	NA	91%	86%
Smoky Mountain	89%	86%	NA	86%	86%
Southeastern Center	90%	94%	NA	89%	91%
Southeastern Regional	89%	92%	NA	89%	91%
Tideland	87%	92%	NA	90%	84%
Trend	92%	NA	NA	90%	92%
VGFW	93%	96%	91%	90%	84%
Wake	88%	68%	NA	84%	87%
Wayne	92%	85%	NA	94%	90%
Wilson-Greene	90%	94%	NA	95%	85%
All Area Programs	89%	88%	93%	89%	86%

NA indicates there were less than ten responses so the data is not shown for the area program.

Overall Satisfaction with Services

Summary By Length of Time at Area Program

This table summarizes the overall levels of satisfaction for area programs by length of time since consumers were admitted to the area program.

Overall, consumers who had been in the programs more than 10 years were most satisfied. The greatest variability was for those who had been in programs 6 months or less. However, in all area programs, the overall satisfaction for those consumers was 70% or higher.

Consumers Surveyed October 2002	Overall Satisfaction with Services						
	Average Percent of Consumers Indicating Overall Satisfaction						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Admission Date Not Reported
Alamance-Caswell	86%	84%	86%	86%	89%	89%	89%
Albemarle	91%	88%	90%	89%	88%	86%	94%
Blue Ridge	90%	89%	91%	87%	91%	90%	84%
Catawba	78%	89%	85%	88%	79%	92%	90%
Centerpoint	83%	88%	87%	88%	89%	91%	88%
Crossroads	86%	84%	83%	87%	86%	89%	82%
Cumberland	90%	87%	88%	85%	93%	88%	89%
Davidson	NA	85%	88%	90%	97%	93%	100%
Duplin-Sampson	99%	93%	93%	90%	96%	96%	81%
Durham	NA	70%	80%	82%	80%	83%	82%
Edgecombe-Nash	80%	92%	85%	90%	90%	89%	NA
Foothills	91%	87%	92%	92%	97%	96%	90%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	75%	95%	84%	90%	84%	76%	NA
Lee-Harnett	74%	78%	91%	89%	92%	99%	86%
Lenoir	NA	87%	96%	95%	91%	85%	NA
Mecklenburg	83%	86%	81%	82%	89%	89%	85%
Neuse	97%	91%	85%	87%	88%	93%	88%
New River	82%	93%	92%	90%	93%	89%	86%
Onslow	90%	96%	94%	88%	88%	94%	92%
OPC	83%	92%	91%	86%	89%	89%	87%
Pathways	90%	84%	86%	91%	87%	93%	88%
Piedmont	82%	79%	88%	78%	91%	89%	83%
Pitt	78%	87%	89%	88%	88%	93%	83%
Randolph	94%	85%	83%	90%	88%	90%	90%
Riverstone	92%	93%	94%	89%	97%	96%	91%
Roanoke-Chowan	97%	95%	93%	92%	93%	95%	100%
Rockingham	95%	90%	90%	93%	94%	88%	98%
Rutherford-Polk	91%	87%	79%	87%	86%	92%	80%
Sandhills	94%	90%	88%	86%	89%	89%	95%
Smoky Mountain	92%	86%	76%	89%	92%	94%	87%
Southeastern Center	92%	90%	94%	90%	91%	94%	89%
Southeastern Regional	86%	87%	80%	88%	94%	89%	93%
Tideland	89%	83%	78%	86%	89%	96%	88%
Trend	94%	93%	90%	90%	92%	95%	92%
VGFW	88%	90%	87%	90%	91%	94%	92%
Wake	92%	74%	79%	86%	88%	88%	89%
Wayne	92%	90%	89%	91%	95%	91%	94%
Wilson-Greene	88%	92%	97%	90%	89%	96%	83%
All Area Programs	88%	87%	87%	88%	90%	91%	87%

NA indicates there were less than ten responses so the data is not shown for the area program.

Overall Satisfaction with Services

Summary by Area Program by Year

This table summarizes the overall levels of satisfaction for area programs by year.

The overall levels of satisfaction have declined very slightly for area programs between 1998 and 2002. All area programs had at least 80% or more indicating overall satisfaction for each year.

Consumers Surveyed October 2002	Overall Satisfaction with Services				
	Percent of Consumers Indicating Overall Satisfaction				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Alamance-Caswell	87%	89%	91%	88%	87%
Albemarle	Not Reported	92%	90%	89%	89%
Blue Ridge	89%	88%	89%	90%	89%
Catawba	83%	84%	80%	90%	87%
Centerpoint	92%	87%	86%	86%	88%
Crossroads	87%	91%	88%	88%	85%
Cumberland	93%	91%	83%	86%	88%
Davidson	92%	88%	86%	84%	91%
Duplin-Sampson	91%	92%	91%	92%	93%
Durham	85%	88%	87%	85%	81%
Edgecombe-Nash	91%	90%	90%	88%	89%
Foothills	84%	89%	87%	88%	93%
Guilford	91%	86%	84%	84%	Not Reported
Johnston	85%	91%	88%	83%	86%
Lee-Harnett	98%	96%	92%	94%	87%
Lenoir	95%	92%	89%	94%	92%
Mecklenburg	88%	87%	Not Reported	84%	85%
Neuse	92%	92%	89%	89%	89%
New River	90%	90%	Not Reported	90%	90%
Onslow	Not Reported	92%	87%	86%	91%
OPC	92%	89%	93%	90%	88%
Pathways	91%	92%	90%	92%	88%
Piedmont	88%	91%	89%	85%	83%
Pitt	86%	86%	83%	88%	87%
Randolph	90%	91%	89%	90%	88%
Riverstone	95%	92%	94%	94%	93%
Roanoke-Chowan	92%	94%	Not Reported	92%	94%
Rockingham	94%	91%	92%	92%	92%
Rutherford-Polk	Not Reported	87%	88%	86%	85%
Sandhills	89%	92%	88%	87%	89%
Smoky Mountain	90%	88%	87%	90%	87%
Southeastern Center	92%	87%	90%	89%	91%
Southeastern Regional	91%	92%	88%	88%	90%
Tideland	90%	89%	90%	89%	87%
Trend	86%	90%	86%	89%	91%
VGFW	Not Reported	92%	90%	88%	91%
Wake	86%	86%	Not Reported	83%	86%
Wayne	89%	86%	86%	83%	91%
Wilson-Greene	92%	89%	91%	91%	90%
All Area Programs	90%	89%	88%	88%	88%

Access to Services

Detailed Questions by Area Program

This table summarizes consumer perceptions about access to services for area programs.

Overall, most clients surveyed felt they had good access to services in area programs. No area program averaged less than 79 percent across the five specific questions about access to services. The statement consumers were most likely to agree with was "staff were willing to see me as often as necessary".

	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Consumers Surveyed October 2002						
Alamance-Caswell	82%	87%	83%	88%	84%	85%
Albemarle	83%	87%	83%	88%	86%	86%
Blue Ridge	88%	93%	84%	89%	86%	88%
Catawba	85%	91%	84%	86%	88%	87%
Centerpoint	84%	89%	83%	88%	83%	85%
Crossroads	87%	88%	82%	87%	84%	86%
Cumberland	83%	89%	83%	89%	87%	86%
Davidson	95%	93%	84%	94%	93%	92%
Duplin-Sampson	90%	92%	86%	92%	91%	90%
Durham	79%	83%	76%	80%	78%	79%
Edgecombe-Nash	87%	90%	85%	92%	87%	88%
Foothills	89%	92%	89%	90%	89%	90%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	88%	93%	83%	92%	92%	90%
Lee-Harnett	86%	88%	85%	91%	85%	87%
Lenoir	94%	91%	87%	93%	85%	90%
Mecklenburg	80%	88%	79%	86%	83%	83%
Neuse	84%	87%	79%	87%	84%	84%
New River	88%	93%	87%	91%	88%	89%
Onslow	85%	95%	89%	92%	88%	90%
OPC	83%	91%	84%	87%	84%	86%
Pathways	82%	88%	82%	89%	86%	85%
Piedmont	82%	86%	75%	82%	84%	82%
Pitt	78%	88%	84%	87%	83%	84%
Randolph	92%	91%	88%	88%	83%	88%
Riverstone	89%	93%	89%	93%	92%	91%
Roanoke-Chowan	94%	96%	91%	94%	93%	94%
Rockingham	87%	93%	85%	91%	93%	90%
Rutherford-Polk	89%	89%	72%	86%	77%	83%
Sandhills	90%	92%	84%	91%	88%	89%
Smoky Mountain	88%	87%	81%	86%	85%	85%
Southeastern Center	83%	91%	79%	90%	88%	86%
Southeastern Regional	83%	91%	86%	91%	88%	88%
Tideland	87%	93%	82%	89%	86%	87%
Trend	92%	90%	86%	91%	85%	89%
VGFW	89%	90%	86%	93%	88%	89%
Wake	80%	88%	81%	88%	85%	84%
Wayne	71%	91%	85%	93%	86%	85%
Wilson-Greene	90%	90%	82%	90%	87%	88%
All Area Programs	85%	90%	83%	89%	86%	86%

Access to Services

Age Summary by Area Program

This table summarizes consumer perceptions about access to services for area programs by age groups.

Overall, most consumers surveyed were satisfied with their access to services. Adolescents were less likely to feel services were accessible. However, no area program had less than 74% of its adolescents indicate they felt services were accessible. For adults, all area programs had at least 78% or more of clients surveyed indicated they felt services were accessible.

Consumers Surveyed October 2002	Access to Services			
	Average Percent of Consumers Indicating Services Were Accessible			
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Average for All Ages
Alamance-Caswell	85%	85%	85%	85%
Albemarle	89%	84%	85%	86%
Blue Ridge	94%	77%	89%	88%
Catawba	90%	82%	87%	87%
Centerpoint	87%	80%	86%	85%
Crossroads	90%	80%	87%	86%
Cumberland	89%	86%	86%	86%
Davidson	93%	NA	92%	92%
Duplin-Sampson	94%	85%	90%	90%
Durham	86%	78%	78%	79%
Edgecombe-Nash	88%	75%	90%	88%
Foothills	88%	90%	90%	90%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	88%	90%	89%	90%
Lee-Harnett	84%	81%	92%	87%
Lenoir	83%	95%	90%	90%
Mecklenburg	88%	80%	84%	83%
Neuse	84%	81%	85%	84%
New River	93%	82%	89%	89%
Onslow	86%	87%	91%	90%
OPC	83%	76%	88%	86%
Pathways	88%	80%	86%	85%
Piedmont	82%	75%	84%	82%
Pitt	94%	79%	83%	84%
Randolph	89%	79%	91%	88%
Riverstone	93%	88%	91%	91%
Roanoke-Chowan	97%	89%	94%	94%
Rockingham	88%	80%	91%	90%
Rutherford-Polk	74%	75%	86%	83%
Sandhills	94%	81%	89%	89%
Smoky Mountain	83%	82%	86%	85%
Southeastern Center	91%	84%	85%	86%
Southeastern Regional	87%	85%	89%	88%
Tideland	87%	79%	90%	87%
Trend	92%	89%	87%	89%
VGFW	92%	82%	90%	89%
Wake	90%	80%	85%	84%
Wayne	76%	79%	87%	85%
Wilson-Greene	89%	74%	91%	88%
All Area Programs	89%	82%	87%	86%

NA indicates there were less than ten responses so the data is not shown for the area program.

Access to Services

Summary by Gender

This table summarizes consumer perceptions about access to services for area programs by gender.

Overall most clients surveyed were satisfied with access to services. Females were somewhat more likely to be satisfied with access to services in most area programs. However, in all area programs, the overall satisfaction for males was 77% or higher and for females 80% or higher.

Consumers Surveyed October 2002	Access to Services		
	Average Percent of Consumers Indicating Services Were Accessible		
	Males	Females	Gender Not Reported
Alamance-Caswell	83%	87%	84%
Albemarle	85%	86%	87%
Blue Ridge	87%	89%	86%
Catawba	86%	87%	88%
Centerpoint	84%	87%	84%
Crossroads	84%	87%	82%
Cumberland	87%	86%	86%
Davidson	91%	92%	94%
Duplin-Sampson	91%	90%	84%
Durham	77%	80%	83%
Edgecombe-Nash	87%	89%	NA
Foothills	89%	92%	86%
Guilford	Not Reported	Not Reported	Not Reported
Johnston	94%	86%	NA
Lee-Harnett	85%	89%	88%
Lenoir	91%	89%	NA
Mecklenburg	83%	86%	82%
Neuse	84%	88%	80%
New River	89%	90%	89%
Onslow	91%	89%	87%
OPC	84%	86%	87%
Pathways	85%	86%	83%
Piedmont	81%	83%	82%
Pitt	83%	86%	85%
Randolph	86%	91%	89%
Riverstone	90%	91%	96%
Roanoke-Chowan	93%	94%	92%
Rockingham	89%	90%	95%
Rutherford-Polk	81%	86%	80%
Sandhills	87%	91%	91%
Smoky Mountain	84%	87%	84%
Southeastern Center	87%	86%	84%
Southeastern Regional	86%	87%	90%
Tideland	88%	88%	85%
Trend	90%	88%	88%
VGFW	85%	94%	87%
Wake	82%	86%	85%
Wayne	84%	87%	84%
Wilson-Greene	86%	92%	80%
All Area Programs	86%	88%	85%

NA indicates there were less than ten responses so the data is not shown for the area program.

Access To Services

Summary By Race and Ethnicity

This table summarizes consumer perceptions about access to services for area programs by different race and ethnic groups.

Overall, most clients surveyed in area programs indicated they were satisfied with access to services. There were no consistent patterns across the state -- the group with the greatest variation is the Other races. However, in all area programs, the overall satisfaction for any racial/ethnic group was 71% or higher.

Consumers Surveyed October 2002	Access to Services				
	Average Percent of Consumers Indicating Services Were Accessible				
	White	African American	Other (Native American, Asian and Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	84%	86%	92%	84%	92%
Albemarle	84%	92%	NA	87%	NA
Blue Ridge	88%	85%	94%	86%	96%
Catawba	86%	91%	NA	89%	NA
Centerpoint	84%	87%	88%	84%	97%
Crossroads	86%	86%	78%	82%	76%
Cumberland	87%	87%	81%	86%	89%
Davidson	92%	86%	NA	94%	NA
Duplin-Sampson	90%	91%	93%	85%	92%
Durham	73%	81%	78%	82%	NA
Edgecombe-Nash	90%	87%	NA	93%	NA
Foothills	90%	91%	87%	NA	92%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	90%	91%	NA	NA	NA
Lee-Harnett	87%	88%	NA	88%	NA
Lenoir	87%	92%	NA	NA	NA
Mecklenburg	82%	85%	85%	83%	84%
Neuse	86%	84%	NA	80%	NA
New River	89%	NA	NA	89%	NA
Onslow	89%	94%	88%	87%	NA
OPC	85%	86%	81%	87%	NA
Pathways	85%	88%	91%	83%	NA
Piedmont	80%	88%	NA	82%	NA
Pitt	85%	83%	82%	85%	NA
Randolph	88%	93%	92%	89%	90%
Riverstone	91%	90%	87%	96%	NA
Roanoke-Chowan	92%	94%	NA	92%	NA
Rockingham	89%	91%	NA	95%	NA
Rutherford-Polk	83%	90%	NA	80%	NA
Sandhills	88%	89%	88%	91%	85%
Smoky Mountain	85%	NA	88%	84%	NA
Southeastern Center	85%	89%	90%	84%	90%
Southeastern Regional	86%	88%	84%	90%	NA
Tideland	87%	90%	NA	85%	NA
Trend	89%	87%	NA	89%	NA
VGFW	88%	92%	71%	87%	NA
Wake	82%	85%	91%	85%	91%
Wayne	84%	88%	NA	84%	NA
Wilson-Greene	90%	88%	NA	80%	NA
All Area Programs	86%	88%	86%	85%	89%

NA indicates there were less than ten responses so the data is not shown for the area program.

Access to Services

Summary By Clients' Disability

This table summarizes consumer perceptions about access to services for area programs by client disability.

Overall, most clients in all four disability groups surveyed in area programs indicated they were satisfied with access to services with the largest variation being in substance abuse. However, in all area programs, the overall satisfaction for substance abuse clients was 65% or higher and 79% or higher for the other three groups.

Consumers Surveyed October 2002	Access to Services				
	Average Percent of Consumers Indicating Services Were Accessible				
	Mental Health	Substance Abuse	Developmental Disability	Multiple Disabilities	Disability Not Reported
Alamance-Caswell	85%	84%	NA	84%	85%
Albemarle	87%	84%	NA	82%	87%
Blue Ridge	92%	88%	NA	85%	85%
Catawba	88%	81%	NA	97%	84%
Centerpoint	86%	84%	NA	86%	85%
Crossroads	88%	84%	100%	81%	84%
Cumberland	89%	79%	NA	86%	86%
Davidson	92%	NA	NA	93%	91%
Duplin-Sampson	90%	87%	NA	91%	90%
Durham	80%	65%	NA	79%	84%
Edgecombe-Nash	90%	86%	NA	91%	82%
Foothills	90%	81%	NA	94%	87%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	88%	98%	NA	94%	89%
Lee-Harnett	89%	NA	NA	89%	85%
Lenoir	92%	NA	NA	83%	91%
Mecklenburg	86%	81%	94%	82%	83%
Neuse	88%	80%	NA	84%	80%
New River	90%	92%	NA	86%	88%
Onslow	90%	90%	93%	91%	88%
OPC	86%	77%	NA	88%	85%
Pathways	85%	92%	NA	85%	84%
Piedmont	85%	77%	NA	87%	81%
Pitt	85%	81%	87%	86%	85%
Randolph	91%	86%	NA	85%	85%
Riverstone	87%	NA	NA	92%	92%
Roanoke-Chowan	95%	91%	NA	91%	93%
Rockingham	92%	91%	NA	85%	85%
Rutherford-Polk	84%	84%	NA	88%	77%
Sandhills	89%	88%	NA	92%	87%
Smoky Mountain	86%	83%	NA	91%	83%
Southeastern Center	86%	91%	NA	83%	86%
Southeastern Regional	87%	90%	NA	86%	89%
Tideland	88%	91%	NA	92%	84%
Trend	90%	NA	NA	85%	90%
VGFW	90%	85%	94%	91%	85%
Wake	87%	76%	NA	83%	84%
Wayne	87%	76%	NA	87%	84%
Wilson-Greene	88%	90%	NA	92%	82%
All Area Programs	88%	84%	92%	87%	85%

NA indicates there were less than ten responses so the data is not shown for the area program.

Access to Services

Summary By Length of Time at Area Program

This table summarizes consumer perceptions about access to services for area programs.

Overall, consumers who had been in the program more than 10 years were most satisfied with access to services. The satisfaction with access to services for those who had been admitted to the area program less than one year had the greatest variability. No group was lower than 70% for any area program.

Consumers Surveyed October 2002	Access to Services						
	Average Percent of Consumers Indicating Services Were Accessible						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Admission Date Not Reported
Alamance-Caswell	87%	83%	86%	84%	86%	86%	84%
Albemarle	82%	83%	86%	87%	86%	86%	87%
Blue Ridge	83%	90%	89%	86%	90%	91%	86%
Catawba	78%	83%	88%	88%	84%	96%	88%
Centerpoint	86%	86%	80%	84%	88%	88%	84%
Crossroads	87%	83%	87%	87%	89%	85%	82%
Cumberland	82%	82%	83%	90%	91%	90%	86%
Davidson	NA	87%	87%	93%	94%	95%	94%
Duplin-Sampson	95%	94%	88%	87%	92%	90%	84%
Durham	NA	70%	80%	80%	77%	77%	83%
Edgecombe-Nash	79%	91%	86%	89%	90%	87%	NA
Foothills	92%	83%	90%	91%	91%	92%	86%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	87%	91%	88%	90%	93%	89%	NA
Lee-Harnett	76%	77%	92%	88%	89%	97%	88%
Lenoir	NA	86%	95%	92%	91%	86%	NA
Mecklenburg	78%	82%	83%	85%	85%	91%	82%
Neuse	86%	85%	86%	79%	87%	92%	80%
New River	83%	90%	92%	89%	89%	89%	89%
Onslow	93%	92%	92%	87%	87%	94%	87%
OPC	86%	76%	86%	84%	90%	92%	87%
Pathways	88%	83%	88%	85%	83%	92%	83%
Piedmont	87%	76%	81%	80%	88%	90%	82%
Pitt	79%	84%	83%	83%	88%	85%	85%
Randolph	91%	87%	83%	89%	91%	91%	89%
Riverstone	89%	91%	90%	89%	90%	95%	96%
Roanoke-Chowan	96%	96%	95%	90%	93%	95%	92%
Rockingham	83%	88%	93%	96%	91%	81%	95%
Rutherford-Polk	83%	75%	71%	85%	87%	88%	80%
Sandhills	90%	89%	86%	88%	90%	91%	91%
Smoky Mountain	86%	84%	77%	86%	91%	93%	84%
Southeastern Center	85%	85%	90%	87%	86%	87%	84%
Southeastern Regional	89%	88%	80%	87%	86%	87%	90%
Tideland	81%	85%	81%	88%	93%	95%	85%
Trend	90%	90%	84%	89%	89%	90%	88%
VGFW	85%	86%	82%	92%	91%	92%	87%
Wake	86%	74%	78%	85%	86%	88%	85%
Wayne	80%	87%	83%	84%	86%	89%	84%
Wilson-Greene	90%	89%	80%	89%	90%	92%	80%
All Area Programs	85%	85%	85%	87%	88%	90%	85%

NA indicates there were less than ten responses so the data is not shown for the area program.

Access to Services

Summary by Area Program by Year

This table summarizes consumer perceptions about access to services for area programs by year.

Satisfaction with access to services has remained relatively stable overall for area programs between 1998 and 2002. All area programs had at least 79% or more of consumers surveyed indicate satisfaction with service accessibility for all five years.

Consumers Surveyed October 2002	Access to Services				
	Average Percent of Consumers Indicating Services Were Accessible				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Alamance-Caswell	87%	88%	90%	87%	85%
Albemarle	Not Reported	88%	87%	86%	86%
Blue Ridge	87%	86%	87%	89%	88%
Catawba	85%	84%	83%	90%	87%
Centerpoint	90%	85%	85%	85%	85%
Crossroads	87%	91%	89%	88%	86%
Cumberland	88%	88%	80%	84%	86%
Davidson	92%	87%	88%	85%	92%
Duplin-Sampson	91%	91%	92%	89%	90%
Durham	80%	85%	84%	80%	79%
Edgecombe-Nash	85%	89%	87%	88%	88%
Foothills	86%	89%	86%	90%	90%
Guilford	89%	87%	84%	84%	Not Reported
Johnston	87%	89%	88%	83%	90%
Lee-Harnett	96%	94%	87%	94%	87%
Lenoir	95%	95%	90%	93%	90%
Mecklenburg	87%	85%	Not Reported	82%	83%
Neuse	90%	91%	86%	85%	84%
New River	87%	89%	Not Reported	88%	89%
Onslow	Not Reported	87%	88%	84%	90%
OPC	90%	90%	90%	86%	86%
Pathways	89%	91%	89%	89%	85%
Piedmont	86%	90%	88%	84%	82%
Pitt	86%	82%	85%	81%	84%
Randolph	90%	89%	90%	91%	88%
Riverstone	93%	93%	93%	94%	91%
Roanoke-Chowan	91%	94%	Not Reported	92%	94%
Rockingham	92%	92%	91%	90%	90%
Rutherford-Polk	Not Reported	87%	88%	85%	83%
Sandhills	89%	90%	87%	86%	89%
Smoky Mountain	90%	88%	88%	88%	85%
Southeastern Center	88%	84%	86%	86%	86%
Southeastern Regional	91%	91%	89%	86%	88%
Tideland	92%	91%	92%	92%	87%
Trend	87%	86%	85%	88%	89%
VGFW	Not Reported	90%	90%	90%	89%
Wake	85%	Not Reported	Not Reported	Not Reported	84%
Wayne	85%	85%	82%	83%	85%
Wilson-Greene	92%	87%	91%	92%	88%
All Area Programs	88%	88%	87%	87%	86%

Appropriateness of Services

Detailed Questions by Area Program

This table summarizes consumer perceptions about appropriateness of services for area programs.

Overall, most clients surveyed in area programs indicated that services were provided appropriately. No area program averaged less than 81% across the six appropriateness of services questions. The two statements consumers were most likely to agree with was "staff believe I can grow, change, and get better" and "staff respected my wishes".

Consumers Surveyed October 2002	Appropriateness of Services						
	Percent of Consumers Agreeing with Statement						
	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Alamance-Caswell	91%	82%	80%	90%	83%	88%	86%
Albemarle	91%	86%	82%	92%	88%	85%	87%
Blue Ridge	92%	84%	84%	91%	87%	90%	88%
Catawba	91%	86%	84%	90%	88%	89%	88%
Centerpoint	90%	86%	84%	88%	85%	85%	86%
Crossroads	87%	84%	81%	91%	85%	85%	86%
Cumberland	91%	86%	87%	92%	88%	90%	89%
Davidson	89%	88%	84%	93%	90%	88%	89%
Duplin-Sampson	92%	87%	89%	95%	91%	92%	91%
Durham	86%	78%	77%	85%	80%	81%	81%
Edgecombe-Nash	93%	86%	86%	90%	89%	87%	88%
Foothills	95%	87%	86%	94%	89%	92%	91%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	93%	89%	78%	90%	86%	86%	87%
Lee-Harnett	93%	88%	85%	93%	89%	88%	89%
Lenoir	96%	92%	97%	92%	91%	91%	93%
Mecklenburg	90%	82%	81%	88%	85%	87%	85%
Neuse	93%	84%	81%	91%	86%	84%	87%
New River	91%	88%	89%	91%	90%	90%	90%
Onslow	93%	91%	87%	92%	92%	92%	91%
OPC	93%	87%	82%	89%	84%	88%	87%
Pathways	89%	85%	82%	93%	88%	88%	87%
Piedmont	88%	81%	78%	87%	82%	84%	83%
Pitt	89%	85%	80%	87%	85%	85%	85%
Randolph	92%	88%	89%	90%	91%	89%	90%
Riverstone	94%	91%	87%	93%	89%	93%	91%
Roanoke-Chowan	94%	91%	93%	95%	93%	91%	93%
Rockingham	91%	86%	89%	94%	90%	93%	91%
Rutherford-Polk	87%	81%	79%	87%	85%	82%	84%
Sandhills	92%	84%	86%	89%	87%	89%	88%
Smoky Mountain	93%	83%	84%	91%	90%	88%	88%
Southeastern Center	94%	86%	86%	92%	87%	90%	89%
Southeastern Regional	90%	89%	87%	93%	90%	89%	90%
Tideland	89%	88%	84%	90%	86%	90%	88%
Trend	94%	89%	84%	93%	85%	93%	90%
VGFW	90%	89%	87%	92%	90%	88%	89%
Wake	90%	84%	83%	88%	85%	87%	86%
Wayne	90%	81%	79%	92%	89%	87%	86%
Wilson-Greene	90%	86%	88%	92%	88%	91%	89%
All Area Programs	91%	85%	84%	90%	87%	88%	88%

Appropriateness of Services

Age Summary by Area Program

This table summarizes consumer perceptions about appropriateness of services for area programs by age.

Overall, most consumers surveyed indicated services were appropriate. Adolescents were somewhat less likely to indicate services were appropriate. However, no area program had less than 77% of any of its three age groups indicate that services were appropriate.

Consumers Surveyed October 2002	Appropriateness of Services			
	Average Percent of Consumers Saying Services Were Appropriate			
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Average for All Age Groups
Alamance-Caswell	88%	82%	86%	86%
Albemarle	90%	83%	87%	87%
Blue Ridge	95%	79%	88%	88%
Catawba	92%	82%	88%	88%
Centerpoint	88%	87%	86%	86%
Crossroads	92%	79%	86%	86%
Cumberland	93%	87%	89%	89%
Davidson	78%	NA	90%	89%
Duplin-Sampson	93%	85%	92%	91%
Durham	87%	84%	79%	81%
Edgecombe-Nash	85%	79%	90%	88%
Foothills	93%	92%	90%	91%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	88%	91%	84%	87%
Lee-Harnett	88%	86%	92%	89%
Lenoir	91%	100%	93%	93%
Mecklenburg	88%	86%	85%	85%
Neuse	80%	85%	87%	87%
New River	95%	85%	90%	90%
Onslow	87%	88%	92%	91%
OPC	86%	83%	88%	87%
Pathways	91%	83%	88%	87%
Piedmont	85%	80%	84%	83%
Pitt	90%	84%	85%	85%
Randolph	90%	85%	91%	90%
Riverstone	92%	90%	91%	91%
Roanoke-Chowan	97%	87%	93%	93%
Rockingham	97%	78%	92%	91%
Rutherford-Polk	77%	80%	85%	84%
Sandhills	92%	80%	88%	88%
Smoky Mountain	79%	83%	90%	88%
Southeastern Center	93%	86%	89%	89%
Southeastern Regional	92%	88%	90%	90%
Tideland	88%	83%	89%	88%
Trend	94%	92%	87%	90%
VGFW	94%	83%	90%	89%
Wake	86%	84%	87%	86%
Wayne	81%	80%	88%	86%
Wilson-Greene	92%	81%	90%	89%
All Area Programs	90%	84%	88%	88%

NA indicates there were less than ten responses so the data is not shown for the area program.

Appropriateness of Services

Summary by Gender

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by gender.

In most area programs female consumers were somewhat more likely to indicate that the services in the area programs were appropriate. For males, no area program had less than 79% indicating services were appropriate and for females no area program had less than 81%.

Consumers Surveyed October 2002	Appropriateness of Services		
	Average Percent of Consumers Indicating Services Were Appropriate		
	Males	Females	Gender Not Reported
Alamance-Caswell	83%	88%	88%
Albemarle	87%	88%	84%
Blue Ridge	87%	89%	87%
Catawba	87%	90%	86%
Centerpoint	84%	88%	88%
Crossroads	85%	86%	85%
Cumberland	90%	88%	88%
Davidson	87%	90%	90%
Duplin-Sampson	91%	92%	82%
Durham	79%	81%	86%
Edgecombe-Nash	86%	91%	NA
Foothills	90%	91%	90%
Guilford	Not Reported	Not Reported	Not Reported
Johnston	88%	86%	NA
Lee-Harnett	90%	87%	91%
Lenoir	95%	91%	NA
Mecklenburg	85%	88%	84%
Neuse	84%	89%	87%
New River	89%	91%	90%
Onslow	92%	88%	96%
OPC	84%	91%	86%
Pathways	87%	88%	91%
Piedmont	84%	83%	84%
Pitt	84%	87%	85%
Randolph	87%	92%	92%
Riverstone	89%	92%	94%
Roanoke-Chowan	93%	93%	94%
Rockingham	91%	91%	90%
Rutherford-Polk	81%	84%	87%
Sandhills	87%	89%	90%
Smoky Mountain	87%	89%	90%
Southeastern Center	90%	90%	84%
Southeastern Regional	88%	90%	91%
Tideland	87%	87%	88%
Trend	87%	90%	93%
VGFW	86%	93%	90%
Wake	87%	86%	86%
Wayne	84%	88%	89%
Wilson-Greene	89%	90%	86%
All Area Programs	87%	89%	87%

NA indicates there were less than ten responses so the data is not shown for the area program.

Appropriateness of Services

Summary By Race/Ethnicity

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by race and ethnicity.

Overall, most clients surveyed in area programs indicated the services were appropriate. There were no consistent patterns across the state. Hispanic/Latino clients were somewhat more likely to agree that services were appropriate.

Consumers Surveyed October 2002	Appropriateness of Services				
	Average Percent of Consumers Indicating Services Were Appropriate				
	White	African American	Other (Native Americans, Asians)	Race Not Reported	Hispanic/Latino
Alamance-Caswell	85%	85%	93%	88%	93%
Albemarle	86%	92%	NA	84%	NA
Blue Ridge	89%	83%	96%	87%	99%
Catawba	88%	90%	NA	87%	NA
Centerpoint	85%	86%	94%	88%	100%
Crossroads	85%	89%	82%	85%	82%
Cumberland	89%	89%	87%	88%	93%
Davidson	89%	84%	NA	90%	NA
Duplin-Sampson	92%	90%	96%	83%	94%
Durham	77%	82%	83%	83%	NA
Edgecombe-Nash	89%	89%	NA	79%	NA
Foothills	90%	90%	94%	NA	100%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	89%	84%	NA	NA	NA
Lee-Harnett	89%	90%	NA	91%	NA
Lenoir	88%	96%	NA	NA	NA
Mecklenburg	83%	87%	89%	85%	83%
Neuse	89%	83%	NA	87%	NA
New River	90%	NA	NA	90%	NA
Onslow	88%	95%	82%	96%	NA
OPC	88%	86%	90%	86%	NA
Pathways	87%	86%	93%	91%	NA
Piedmont	82%	86%	NA	84%	NA
Pitt	85%	85%	86%	85%	NA
Randolph	89%	93%	94%	92%	94%
Riverstone	89%	92%	91%	94%	NA
Roanoke-Chowan	92%	93%	NA	94%	NA
Rockingham	91%	91%	NA	90%	NA
Rutherford-Polk	82%	84%	NA	87%	NA
Sandhills	88%	88%	85%	90%	81%
Smoky Mountain	88%	NA	84%	90%	NA
Southeastern Center	90%	90%	90%	84%	95%
Southeastern Regional	88%	89%	92%	91%	NA
Tideland	89%	86%	NA	88%	NA
Trend	89%	91%	NA	93%	NA
VGFW	85%	92%	97%	88%	NA
Wake	86%	87%	91%	86%	95%
Wayne	87%	85%	NA	89%	NA
Wilson-Greene	90%	89%	NA	86%	NA
All Area Programs	87%	88%	90%	87%	92%

NA indicates there were less than ten responses so the data is not shown for the area program.

Appropriateness of Services

Summary By Clients' Disability

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by the clients' disability.

Overall, most clients in all three primary disability groups surveyed in area programs indicated that services were appropriate with the largest variation being in substance abuse. In all programs for all the disability groups, at least 73% of clients agreed that services were appropriate.

Consumers Surveyed October 2002	Appropriateness of Services				
	Average Percent of Consumers Saying Services Were Appropriate				
	Mental Health	Substance Abuse	Developmental Disability	Multiple Disabilities	Disability Not Reported
Alamance-Caswell	84%	86%	NA	85%	88%
Albemarle	87%	90%	NA	86%	86%
Blue Ridge	90%	90%	NA	84%	88%
Catawba	87%	91%	NA	92%	85%
Centerpoint	85%	88%	NA	85%	90%
Crossroads	86%	91%	92%	84%	84%
Cumberland	89%	90%	NA	89%	88%
Davidson	88%	NA	NA	95%	88%
Duplin-Sampson	92%	93%	NA	91%	88%
Durham	82%	73%	NA	77%	87%
Edgecombe-Nash	90%	89%	NA	91%	80%
Foothills	90%	86%	NA	93%	91%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	85%	89%	NA	93%	89%
Lee-Harnett	90%	NA	NA	87%	89%
Lenoir	94%	NA	NA	89%	95%
Mecklenburg	87%	86%	91%	85%	84%
Neuse	85%	90%	NA	86%	87%
New River	91%	88%	NA	89%	89%
Onslow	88%	93%	91%	90%	96%
OPC	88%	92%	NA	87%	85%
Pathways	87%	91%	NA	86%	87%
Piedmont	82%	83%	NA	89%	84%
Pitt	84%	85%	88%	85%	86%
Randolph	91%	89%	NA	86%	89%
Riverstone	91%	NA	NA	92%	90%
Roanoke-Chowan	93%	97%	NA	92%	93%
Rockingham	93%	97%	NA	77%	85%
Rutherford-Polk	81%	92%	NA	89%	84%
Sandhills	88%	90%	NA	89%	85%
Smoky Mountain	88%	90%	NA	84%	88%
Southeastern Center	89%	92%	NA	90%	87%
Southeastern Regional	90%	95%	NA	86%	90%
Tideland	87%	95%	NA	88%	87%
Trend	91%	NA	NA	85%	92%
VGFW	90%	90%	86%	90%	87%
Wake	86%	90%	NA	87%	86%
Wayne	88%	82%	NA	88%	85%
Wilson-Greene	88%	92%	NA	95%	86%
All Area Programs	88%	88%	90%	88%	87%

NA indicates there were less than ten responses so the data is not shown for the area program.

Appropriateness of Services

Summary By Length of Time at Area Program

This table summarizes the overall consumer perceptions about appropriateness of services for area programs by the length of time at the area program.

Overall, most clients indicated that services were appropriate with the largest variation being among those who had been served for less than six months. However, in all programs by all service time lengths, 71% or more of the clients agreed that services were appropriate.

Consumers Surveyed October 2002	Appropriateness of Services						
	Average Percent of Consumers Saying Services Were Appropriate						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Admission Date Not Reported
Alamance-Caswell	88%	86%	86%	87%	82%	82%	88%
Albemarle	85%	87%	84%	89%	87%	89%	84%
Blue Ridge	83%	90%	91%	88%	86%	84%	87%
Catawba	90%	89%	92%	87%	80%	91%	86%
Centerpoint	90%	88%	83%	86%	86%	84%	88%
Crossroads	76%	86%	89%	85%	85%	85%	85%
Cumberland	83%	88%	90%	89%	93%	91%	88%
Davidson	NA	91%	80%	89%	94%	88%	90%
Duplin-Sampson	96%	94%	92%	89%	93%	89%	82%
Durham	NA	71%	87%	83%	76%	76%	86%
Edgecombe-Nash	82%	91%	84%	89%	89%	88%	NA
Foothills	93%	85%	90%	91%	94%	90%	90%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	83%	91%	87%	86%	87%	91%	NA
Lee-Harnett	77%	82%	88%	92%	89%	94%	91%
Lenoir	NA	89%	94%	95%	95%	90%	NA
Mecklenburg	82%	87%	88%	85%	87%	88%	84%
Neuse	83%	85%	94%	81%	91%	87%	87%
New River	86%	89%	92%	89%	92%	92%	90%
Onslow	89%	93%	90%	87%	88%	95%	96%
OPC	85%	84%	86%	87%	91%	87%	86%
Pathways	87%	84%	89%	88%	85%	92%	91%
Piedmont	80%	85%	86%	81%	87%	80%	84%
Pitt	71%	88%	86%	86%	82%	88%	85%
Randolph	87%	89%	83%	91%	92%	90%	92%
Riverstone	85%	90%	89%	93%	89%	95%	94%
Roanoke-Chowan	96%	96%	93%	89%	93%	93%	94%
Rockingham	90%	94%	93%	90%	91%	87%	90%
Rutherford-Polk	78%	80%	78%	83%	86%	82%	87%
Sandhills	88%	89%	85%	87%	89%	86%	90%
Smoky Mountain	93%	88%	77%	89%	91%	91%	90%
Southeastern Center	88%	90%	92%	89%	91%	88%	84%
Southeastern Regional	92%	91%	85%	89%	89%	88%	91%
Tideland	88%	88%	83%	85%	90%	93%	88%
Trend	90%	91%	85%	90%	84%	91%	93%
VGFW	84%	90%	95%	88%	89%	90%	90%
Wake	94%	80%	87%	86%	90%	84%	86%
Wayne	86%	87%	83%	86%	88%	86%	89%
Wilson-Greene	95%	89%	92%	90%	88%	90%	86%
All Area Programs	86%	88%	88%	87%	88%	88%	87%

NA indicates there were less than ten responses so the data is not shown for the area program.

Appropriateness of Services

Summary by Area Program by Year

This table summarizes consumer perceptions about appropriateness of services for area programs by year.

Satisfaction with the appropriateness of services has remained very stable statewide between 1998 and 2002. All area programs had at least 81% or more of consumers surveyed indicate satisfaction with service appropriateness in all five years.

Consumers Surveyed October 2002	Appropriateness of Services				
	Average Percent of Consumers Saying Services Were Appropriate				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Alamance-Caswell	86%	88%	89%	86%	86%
Albemarle	Not Reported	89%	89%	87%	87%
Blue Ridge	89%	88%	89%	88%	88%
Catawba	84%	86%	83%	91%	88%
Centerpoint	88%	86%	84%	85%	86%
Crossroads	88%	86%	88%	87%	86%
Cumberland	91%	91%	86%	84%	89%
Davidson	87%	85%	86%	86%	89%
Duplin-Sampson	89%	91%	91%	90%	91%
Durham	82%	84%	86%	81%	81%
Edgecombe-Nash	88%	90%	89%	88%	88%
Foothills	87%	89%	85%	89%	91%
Guilford	85%	87%	86%	84%	Not Reported
Johnston	89%	90%	88%	81%	87%
Lee-Harnett	97%	95%	91%	93%	89%
Lenoir	93%	93%	88%	93%	93%
Mecklenburg	87%	86%	Not Reported	83%	85%
Neuse	90%	91%	88%	87%	87%
New River	88%	88%	Not Reported	90%	90%
Onslow	Not Reported	89%	92%	89%	91%
OPC	88%	88%	88%	85%	87%
Pathways	89%	89%	88%	89%	87%
Piedmont	87%	87%	89%	83%	83%
Pitt	86%	87%	87%	85%	85%
Randolph	90%	89%	90%	89%	90%
Riverstone	93%	93%	90%	90%	91%
Roanoke-Chowan	92%	94%	Not Reported	92%	93%
Rockingham	93%	93%	94%	89%	91%
Rutherford-Polk	Not Reported	86%	86%	85%	84%
Sandhills	88%	90%	88%	86%	88%
Smoky Mountain	90%	87%	89%	88%	88%
Southeastern Center	90%	87%	89%	89%	89%
Southeastern Regional	90%	90%	88%	88%	90%
Tideland	90%	89%	91%	89%	88%
Trend	86%	88%	85%	88%	90%
VGFW	Not Reported	90%	89%	87%	89%
Wake	84%	86%	Not Reported	Not Reported	86%
Wayne	88%	88%	84%	86%	86%
Wilson-Greene	91%	92%	90%	91%	89%
All Area Programs	88%	88%	88%	87%	88%

Self-Assessment of Outcomes

Detailed Questions by Area Program

This table summarizes for each area program consumer perceptions about their outcomes or progress.

Overall, for area programs most clients feel they are making progress. All area programs averaged about 64% or higher for the average of the seven outcomes statements. The statement consumers were most likely to agree with was "I deal more effectively with daily problems".

Consumers Surveyed October 2002	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Alamance-Caswell	72%	71%	69%	72%	69%	67%	63%	69%
Albemarle	70%	70%	65%	70%	66%	66%	65%	67%
Blue Ridge	78%	75%	74%	75%	73%	69%	69%	73%
Catawba	86%	85%	81%	79%	80%	79%	74%	81%
Centerpoint	78%	76%	73%	74%	70%	68%	69%	72%
Crossroads	70%	67%	64%	69%	65%	64%	60%	66%
Cumberland	80%	74%	74%	78%	75%	71%	73%	75%
Davidson	72%	64%	61%	72%	62%	63%	60%	65%
Duplin-Sampson	78%	73%	71%	79%	74%	74%	71%	74%
Durham	73%	70%	66%	68%	69%	65%	62%	67%
Edgecombe-Nash	77%	74%	68%	74%	68%	66%	62%	70%
Foothills	83%	81%	76%	77%	77%	74%	74%	78%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	71%	72%	64%	73%	75%	72%	66%	70%
Lee-Harnett	71%	70%	66%	72%	70%	70%	66%	69%
Lenoir	75%	75%	70%	78%	71%	66%	74%	73%
Mecklenburg	78%	75%	73%	74%	73%	72%	71%	74%
Neuse	77%	75%	73%	74%	72%	69%	69%	73%
New River	78%	73%	69%	70%	68%	67%	65%	70%
Onslow	79%	76%	74%	76%	75%	71%	70%	75%
OPC	79%	74%	71%	74%	68%	66%	65%	71%
Pathways	71%	68%	63%	65%	60%	62%	59%	64%
Piedmont	76%	77%	70%	71%	71%	66%	67%	71%
Pitt	75%	75%	70%	73%	74%	72%	67%	72%
Randolph	68%	66%	65%	67%	64%	68%	63%	66%
Riverstone	69%	70%	65%	75%	72%	70%	63%	69%
Roanoke-Chowan	76%	75%	73%	75%	72%	73%	73%	74%
Rockingham	79%	76%	70%	78%	73%	65%	70%	73%
Rutherford-Polk	74%	70%	66%	72%	68%	64%	64%	68%
Sandhills	80%	78%	73%	78%	78%	77%	74%	77%
Smoky Mountain	82%	78%	74%	73%	72%	72%	73%	75%
Southeastern Center	74%	72%	67%	72%	69%	67%	68%	70%
Southeastern Regional	76%	75%	70%	76%	72%	68%	64%	72%
Tideland	74%	72%	64%	71%	65%	62%	61%	67%
Trend	74%	70%	64%	76%	69%	65%	63%	69%
VGFW	79%	78%	75%	73%	69%	72%	66%	73%
Wake	77%	74%	71%	76%	75%	70%	69%	73%
Wayne	72%	67%	65%	70%	66%	66%	60%	67%
Wilson-Greene	77%	78%	72%	78%	73%	76%	71%	75%
All Area Programs	76%	74%	70%	73%	71%	69%	67%	71%

Self-Assessment of Outcomes

Age Summary by Area Program

This table summarizes consumer perceptions about their outcomes or progress by age groups.

Overall in area programs, three out of four adults indicated they were making progress or getting better. For young children or adolescents two out of three felt they were making progress. There are some large differences by individual area programs among the different age groups.

Consumers Surveyed October 2002	Self-Assessment of Outcomes			
	Average Percent of Consumers Indicating They Were Doing Better			
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Average for All Age Groups
Alamance-Caswell	52%	63%	73%	69%
Albemarle	62%	68%	68%	67%
Blue Ridge	80%	65%	74%	73%
Catawba	73%	76%	83%	81%
Centerpoint	70%	60%	74%	72%
Crossroads	59%	66%	67%	66%
Cumberland	71%	77%	75%	75%
Davidson	46%	NA	66%	65%
Duplin-Sampson	71%	64%	77%	74%
Durham	60%	67%	69%	67%
Edgecombe-Nash	42%	68%	74%	70%
Foothills	81%	76%	77%	78%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	71%	75%	67%	70%
Lee-Harnett	61%	67%	73%	69%
Lenoir	67%	52%	77%	73%
Mecklenburg	63%	68%	76%	74%
Neuse	75%	75%	72%	73%
New River	71%	69%	70%	70%
Onslow	73%	65%	77%	75%
OPC	62%	71%	72%	71%
Pathways	60%	66%	64%	64%
Piedmont	70%	73%	71%	71%
Pitt	69%	66%	74%	72%
Randolph	53%	68%	69%	66%
Riverstone	60%	59%	77%	69%
Roanoke-Chowan	69%	70%	76%	74%
Rockingham	55%	63%	76%	73%
Rutherford-Polk	50%	66%	71%	68%
Sandhills	69%	71%	81%	77%
Smoky Mountain	64%	77%	75%	75%
Southeastern Center	69%	70%	70%	70%
Southeastern Regional	65%	65%	74%	72%
Tideland	54%	67%	69%	67%
Trend	68%	65%	70%	69%
VGFW	67%	70%	75%	73%
Wake	61%	77%	73%	73%
Wayne	51%	75%	66%	67%
Wilson-Greene	69%	72%	78%	75%
All Area Programs	65%	69%	73%	71%

NA indicates there were less than ten responses so the data is not shown for the area program.

Self-Assessment of Outcomes

Summary by Gender

This table summarizes consumer perceptions about their outcomes or progress by gender.

Consumer perceptions about their outcomes or progress was slightly higher for males compared to female consumers statewide though not in all programs.

Consumers Surveyed October 2002	Self-Assessment of Outcomes		
	Average Percent of Consumers Indicating They Were Doing Better		
	Males	Females	Gender Not Reported
Alamance-Caswell	70%	68%	68%
Albemarle	66%	67%	86%
Blue Ridge	74%	72%	78%
Catawba	84%	75%	94%
Centerpoint	75%	69%	75%
Crossroads	69%	62%	75%
Cumberland	78%	72%	71%
Davidson	65%	64%	78%
Duplin-Sampson	79%	67%	80%
Durham	68%	65%	71%
Edgecombe-Nash	72%	68%	NA
Foothills	81%	75%	72%
Guilford	Not Reported	Not Reported	Not Reported
Johnston	78%	63%	NA
Lee-Harnett	71%	66%	70%
Lenoir	80%	63%	NA
Mecklenburg	73%	80%	71%
Neuse	75%	72%	70%
New River	73%	69%	63%
Onslow	79%	69%	75%
OPC	71%	67%	74%
Pathways	64%	64%	67%
Piedmont	78%	66%	69%
Pitt	73%	70%	73%
Randolph	63%	66%	80%
Riverstone	64%	73%	73%
Roanoke-Chowan	74%	73%	77%
Rockingham	74%	70%	84%
Rutherford-Polk	69%	68%	67%
Sandhills	77%	76%	81%
Smoky Mountain	78%	72%	72%
Southeastern Center	72%	68%	70%
Southeastern Regional	71%	72%	72%
Tideland	69%	66%	64%
Trend	71%	67%	67%
VGFW	75%	70%	80%
Wake	75%	72%	72%
Wayne	71%	65%	60%
Wilson-Greene	74%	76%	75%
All Area Programs	73%	70%	71%

NA indicates there were less than ten responses so the data is not shown for the area program.

Self-Assessment of Outcomes

Summary By Race/Ethnicity

This table summarizes consumer perceptions about their outcomes or progress for each area program by race/ethnicity.

About seven out of ten consumers indicated they were making progress or doing better. Hispanic/Latino clients were somewhat more likely to indicate they were making progress. In all programs showing data, half or more of clients in each racial/ethnic group indicated they were making progress.

Consumers Surveyed October 2002

Self-Assessment of Outcomes					
Average Percent of Consumers Indicating That They Were Doing Better					
	White	African American	Other (Native American, Asian, Other)	Race Not Reported	Hispanic/ Latino
Alamance-Caswell	69%	67%	80%	68%	83%
Albemarle	65%	73%	NA	86%	NA
Blue Ridge	73%	71%	80%	78%	84%
Catawba	79%	82%	NA	93%	NA
Centerpoint	69%	74%	85%	76%	92%
Crossroads	63%	80%	53%	75%	64%
Cumberland	72%	80%	67%	71%	65%
Davidson	64%	66%	NA	78%	NA
Duplin-Sampson	74%	73%	83%	80%	84%
Durham	64%	68%	67%	71%	NA
Edgecombe-Nash	64%	73%	NA	61%	NA
Foothills	78%	72%	89%	NA	82%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	75%	60%	NA	NA	NA
Lee-Harnett	67%	71%	NA	71%	NA
Lenoir	57%	82%	NA	NA	NA
Mecklenburg	75%	75%	72%	72%	71%
Neuse	74%	72%	NA	71%	NA
New River	71%	NA	NA	63%	NA
Onslow	71%	84%	66%	75%	NA
OPC	69%	70%	72%	74%	NA
Pathways	62%	71%	64%	67%	NA
Piedmont	70%	78%	NA	69%	NA
Pitt	72%	72%	73%	73%	NA
Randolph	63%	76%	73%	80%	76%
Riverstone	69%	68%	66%	73%	NA
Roanoke-Chowan	73%	74%	NA	77%	NA
Rockingham	71%	74%	NA	84%	NA
Rutherford-Polk	69%	69%	NA	68%	NA
Sandhills	74%	78%	78%	81%	82%
Smoky Mountain	75%	NA	85%	72%	NA
Southeastern Center	66%	75%	75%	70%	84%
Southeastern Regional	69%	72%	74%	72%	NA
Tideland	69%	67%	NA	64%	NA
Trend	70%	69%	NA	69%	NA
VGFW	66%	77%	82%	81%	NA
Wake	70%	76%	80%	72%	81%
Wayne	67%	67%	NA	61%	NA
Wilson-Greene	77%	74%	NA	75%	NA
All Area Programs	70%	73%	75%	72%	79%

NA indicates there were less than ten responses so the data is not shown for the area program.

Self-Assessment of Outcomes

Summary By Clients' Disability

This table summarizes the overall levels of satisfaction for area programs by clients' disability group.

Overall seven out of ten consumers indicated they were doing better. Clients with a mental health disability were somewhat less likely to feel they were doing better compared to the other three disability groups. In all programs showing data, half or more of clients in each disability group indicated they were making progress.

Consumers Surveyed October 2002	Self-Assessment of Outcomes				
	Average Percent of Consumers Indicating That They Were Doing Better				
	Mental Health	Substance Abuse	Developmental Disability	Multiple Disabilities	Disability Not Reported
Alamance-Caswell	66%	78%	NA	77%	66%
Albemarle	67%	69%	NA	70%	66%
Blue Ridge	67%	86%	NA	71%	77%
Catawba	78%	89%	NA	89%	77%
Centerpoint	68%	81%	NA	71%	78%
Crossroads	64%	91%	73%	65%	61%
Cumberland	76%	80%	NA	77%	70%
Davidson	63%	NA	NA	69%	68%
Duplin-Sampson	71%	93%	NA	74%	76%
Durham	67%	70%	NA	66%	68%
Edgecombe-Nash	69%	76%	NA	78%	55%
Foothills	78%	79%	NA	80%	75%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	71%	63%	NA	72%	68%
Lee-Harnett	70%	NA	NA	68%	68%
Lenoir	70%	NA	NA	75%	77%
Mecklenburg	75%	77%	88%	75%	72%
Neuse	71%	79%	NA	74%	71%
New River	70%	65%	NA	83%	66%
Onslow	70%	77%	96%	82%	71%
OPC	67%	60%	NA	77%	73%
Pathways	61%	80%	NA	70%	64%
Piedmont	68%	76%	NA	78%	71%
Pitt	61%	81%	81%	73%	72%
Randolph	68%	64%	NA	59%	66%
Riverstone	52%	NA	NA	78%	65%
Roanoke-Chowan	71%	72%	NA	77%	74%
Rockingham	74%	75%	NA	75%	68%
Rutherford-Polk	67%	84%	NA	68%	66%
Sandhills	74%	88%	NA	81%	74%
Smoky Mountain	77%	71%	NA	78%	73%
Southeastern Center	66%	76%	NA	77%	72%
Southeastern Regional	67%	87%	NA	78%	70%
Tideland	64%	82%	NA	72%	66%
Trend	71%	NA	NA	66%	68%
VGFW	71%	76%	64%	78%	75%
Wake	73%	76%	NA	77%	70%
Wayne	70%	51%	NA	66%	65%
Wilson-Greene	73%	89%	NA	79%	76%
All Area Programs	69%	79%	81%	75%	70%

NA indicates there were less than ten responses so the data is not shown for the area program.

Self-Assessment of Outcomes

Summary for North Carolina By Length of Time at Area Program

This table summarizes the overall levels of satisfaction for area programs by length of time since admission to the area program.

Overall, most clients indicated that they were doing better. However, the longer consumers had been at an area program, the more likely they are to agree that they are doing better. Those clients that had been served less than one year showed the most variability across area programs. For those clients who had been served at least one year, 61% or more in every area program indicated progress.

Consumers Surveyed October 2002	Self-Assessment of Outcomes						
	Average Percent of Consumers Indicating That They Were Doing Better						
	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Admission Date Not Reported
Alamance-Caswell	52%	65%	67%	70%	75%	74%	68%
Albemarle	72%	60%	69%	70%	61%	73%	86%
Blue Ridge	54%	77%	70%	73%	74%	76%	78%
Catawba	78%	85%	71%	80%	78%	88%	94%
Centerpoint	70%	72%	64%	72%	71%	81%	75%
Crossroads	39%	62%	72%	66%	72%	79%	75%
Cumberland	63%	76%	69%	78%	87%	76%	71%
Davidson	NA	45%	68%	62%	76%	77%	78%
Duplin-Sampson	61%	73%	84%	71%	75%	79%	80%
Durham	NA	60%	61%	65%	72%	70%	71%
Edgecombe-Nash	61%	68%	64%	67%	79%	82%	NA
Foothills	86%	69%	81%	78%	78%	81%	72%
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	61%	71%	66%	72%	83%	68%	NA
Lee-Harnett	31%	66%	64%	72%	76%	83%	70%
Lenoir	NA	68%	49%	77%	83%	83%	NA
Mecklenburg	64%	72%	72%	77%	80%	85%	71%
Neuse	52%	72%	77%	66%	80%	79%	70%
New River	49%	65%	62%	73%	79%	81%	63%
Onslow	60%	73%	70%	74%	75%	88%	75%
OPC	54%	65%	70%	68%	73%	79%	74%
Pathways	57%	59%	59%	65%	70%	79%	67%
Piedmont	54%	71%	81%	68%	76%	76%	69%
Pitt	46%	69%	71%	75%	72%	80%	73%
Randolph	67%	59%	55%	64%	71%	78%	80%
Riverstone	43%	77%	65%	64%	73%	82%	73%
Roanoke-Chowan	68%	74%	62%	70%	74%	87%	77%
Rockingham	65%	62%	63%	71%	82%	86%	84%
Rutherford-Polk	66%	56%	61%	68%	69%	79%	67%
Sandhills	75%	75%	75%	74%	84%	81%	81%
Smoky Mountain	83%	68%	66%	78%	79%	85%	72%
Southeastern Center	61%	69%	70%	68%	73%	76%	70%
Southeastern Regional	65%	66%	69%	70%	74%	80%	72%
Tideland	62%	66%	67%	63%	73%	78%	64%
Trend	67%	55%	61%	71%	80%	82%	67%
VGFW	61%	69%	71%	69%	74%	84%	80%
Wake	73%	64%	67%	74%	71%	83%	72%
Wayne	69%	64%	59%	66%	76%	82%	60%
Wilson-Greene	81%	75%	72%	73%	76%	78%	75%
All Area Programs	62%	68%	68%	71%	75%	80%	71%

NA indicates there were less than ten responses so the data is not shown for the area program.

Self-Assessment of Outcomes

Summary by Area Program by Year

This table summarizes for each area program by year consumer perceptions about their outcomes or progress.

Clients' perceptions that they were making progress has slightly declined for area programs between 1998 and 2002. All area programs had at least 62% or more of consumers surveyed indicate they were making progress in all five years.

Consumers Surveyed October 2002	Self-Assessment of Outcomes				
	Average Percent of Consumers Indicating They Were Doing Better				
	1998-Fall	1999-December	2000-October	2001-October	2002-October
Alamance-Caswell	75%	76%	73%	71%	69%
Albemarle	Not Reported	67%	66%	68%	67%
Blue Ridge	76%	76%	73%	71%	73%
Catawba	66%	74%	72%	82%	81%
Centerpoint	73%	76%	73%	76%	72%
Crossroads	68%	72%	69%	63%	66%
Cumberland	78%	79%	73%	77%	75%
Davidson	69%	65%	66%	64%	65%
Duplin-Sampson	84%	80%	77%	76%	74%
Durham	73%	76%	74%	72%	67%
Edgecombe-Nash	74%	79%	74%	74%	70%
Foothills	77%	77%	70%	77%	78%
Guilford	71%	71%	68%	62%	Not Reported
Johnston	69%	79%	70%	63%	70%
Lee-Harnett	89%	88%	77%	66%	69%
Lenoir	82%	83%	72%	77%	73%
Mecklenburg	78%	78%	Not Reported	76%	74%
Neuse	78%	76%	75%	72%	73%
New River	74%	74%	Not Reported	68%	70%
Onslow	Not Reported	66%	81%	73%	75%
OPC	78%	76%	76%	68%	71%
Pathways	75%	78%	71%	69%	64%
Piedmont	73%	68%	69%	69%	71%
Pitt	71%	71%	76%	74%	72%
Randolph	67%	72%	70%	70%	66%
Riverstone	83%	78%	78%	78%	69%
Roanoke-Chowan	75%	80%	Not Reported	75%	74%
Rockingham	79%	78%	76%	72%	73%
Rutherford-Polk	Not Reported	73%	72%	68%	68%
Sandhills	79%	82%	74%	75%	77%
Smoky Mountain	74%	73%	68%	70%	75%
Southeastern Center	76%	73%	71%	69%	70%
Southeastern Regional	79%	81%	76%	73%	72%
Tideland	74%	78%	77%	74%	67%
Trend	69%	62%	65%	66%	69%
VGFW	Not Reported	77%	73%	76%	73%
Wake	74%	77%	Not Reported	Not Reported	73%
Wayne	77%	75%	65%	67%	67%
Wilson-Greene	77%	77%	76%	79%	75%
All Area Programs	76%	76%	73%	72%	71%

Technical Notes

BACKGROUND

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). For more information about the national consumer satisfaction survey, research on it, and related issues, one may go to MHSIP's web site at www.mhsip.org.

SURVEY INSTRUMENT

The MHSIP consumer satisfaction survey has been developed over time, tested, and found to be statistically reliable and valid. The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services adopted the shortened twenty-one item version. Three versions of the survey are available: one for adult clients, one for adolescents (ages 12-17), and one for the parents of young children receiving services (ages 1-11). Each of the surveys asks the same questions with slightly different wordings. The survey is available in both English and Spanish. Based on input from advocacy groups and Division staff, the format of the survey has been modified slightly over time with identifying information such as client number and unique identifier being moved to the bottom of the page. A copy of the adult version of the survey is included on the next page.

ADMINISTRATION OF THE SURVEY

The survey was conducted across the state during the later part of October 2002. All clients who received a service during the week of the survey period were offered the opportunity to complete a survey. This approach is called point prevalence sampling. The advantages of the point prevalence technique for sampling is that it gives a good case mix (new admissions, long term clients, clients in a variety of services) and it limits the surveying to a single week, simplifying the process of administering the survey by area programs and institutions.

A total of 18,657 usable surveys were returned from area programs. Of the people surveyed 71 percent were adults, 13 percent were children and adolescents comprised about 14 percent. The tables on the following pages provides a breakdown by area program of the number of completed usable surveys returned to the Division. The smallest reporting area program had 95 usable surveys, the largest had 1,611, and the average was 490.

CALCULATIONS

For each statement in the survey, respondents have five choices including "strongly agree", "agree", "neutral", "disagree", and "strongly disagree" as well as indicating the question is not applicable. Responses of not applicable were treated as blanks for this analysis. For this report, the survey results have been simplified to only look at the percent of clients who either strongly agreed or agreed out of the total who responded to each statement. All of the statements are phrased positively so that the resulting numbers measure the percent of people expressing agreement or "satisfaction" with each statement.

The twenty-one questions are grouped into four domains: Overall Satisfaction, Access to Services, Appropriateness of Services, and Self Assessment of Outcomes. The groups were created based on a combination of logic and exploratory factor analytic procedures. The percent scores for each of the domains were created as a simple average of the respective individual statements for that domain.

Percent scores for combined area programs weigh each individual respondent equally so that larger area programs effectively have a greater influence on statewide averages due to their greater number of clients surveyed.

In this report for those consumers whose survey could not be matched against demographic data in the Division's Client Data Warehouse, their age, gender, race and ethnicity, disability, and admission date (to calculate length of time at area program) are noted as 'not reported'. Due to insufficient number of responses for some racial groups, Native Americans, Asians and Other are combined together as one group. Hispanic is a designation separate from race.

North Carolina Consumer Satisfaction Survey (Adult)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable. (N/A)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. I liked the services that I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still choose to get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff here believe that I can grow, change and get better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Staff told me what side effects to watch for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff respected my wishes about who is, and is not, to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. My caregivers were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff helped me to obtain the information I needed so that I could take charge of managing my problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UNIQUE ID:

FACILITY:

CLIENT NUMBER

LOCAL USE

COMPLETED BY

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Consumer Satisfaction Survey - October 2002		
Total Usable Responses = 18,657		
By Age Groups		
Child	2,454	13.2%
Adolescent	3,011	16.1%
Adult	13,192	70.7%
By Gender		
Female	7,452	39.9%
Male	8,023	43.0%
Gender Not Reported	3,182	17.1%
By Clients' Disability		
MH	8,063	43.2%
SA	1,962	10.5%
DD	197	1.1%
Multiple Disabilities	3,040	16.3%
Disability Not Reported	5,395	28.9%
By Race and Ethnicity		
White	9,210	49.4%
African American	5,549	29.7%
Other	615	3.3%
Race Not Reported	3,283	17.6%
Hispanic-Not Part of Other Counts	331	1.8%
By Length of Time Since Admission		
1 Month or Less	1,130	6.1%
1 to 6 Months	3,066	16.4%
6 to 12 months	1,813	9.7%
One to Five Yrs	5,113	27.4%
Five to Ten Yrs	2,313	12.4%
More Than 10 Yrs	2,044	11.0%
Admission Date Not Reported	3,178	17.0%

Consumer Satisfaction Survey Respondents				
Usable Survey Responses by Age Groups by Area Program				
for October 2002 Survey				
Area Programs	Young Child	Adolescent	Adult	Total
Alamance-Caswell	57	79	458	594
Albemarle	33	37	244	314
Blue Ridge	95	79	338	512
Catawba	32	37	222	291
Centerpoint	93	101	727	921
Crossroads	86	117	326	529
Cumberland	67	164	435	666
Davidson	15	8	165	188
Duplin-Sampson	78	48	240	366
Durham	71	94	412	577
Edgecombe-Nash	40	49	330	419
Foothills	85	141	445	671
Guilford	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	24	53	82	159
Lee-Harnett	61	78	148	287
Lenoir	12	12	71	95
Mecklenburg	143	258	1210	1611
Neuse	17	51	329	397
New River	91	47	469	607
Onslow	38	53	246	337
OPC	52	84	336	472
Pathways	124	128	562	814
Piedmont	64	138	476	678
Pitt	75	67	481	623
Randolph	78	60	237	375
Riverstone	79	75	190	344
Roanoke-Chowan	67	56	234	357
Rockingham	13	24	163	200
Rutherford-Polk	27	55	215	297
Sandhills	154	127	478	759
Smoky Mountain	30	61	274	365
Southeastern Center	133	125	404	662
Southeastern Regional	83	99	448	630
Tideland	79	113	418	610
Trend	44	34	125	203
VGFW	53	47	265	365
Wake	58	99	491	648
Wayne	14	42	219	275
Wilson-Greene	79	65	251	395
Unknown	10	6	28	44
All Area Programs	2,454	3,011	13,192	18,657
<i>Highlighted numbers are where there are less than ten clients and data is not shown.</i>				

Consumer Satisfaction Survey Respondents				
Usable Survey Responses by Gender by Area Program				
for October 2002 Survey				
Area Programs	Female	Male	Not Reported	Total
Alamance-Caswell	223	287	84	594
Albemarle	171	130	13	314
Blue Ridge	236	241	35	512
Catawba	115	166	10	291
Centerpoint	394	444	83	921
Crossroads	268	229	32	529
Cumberland	255	313	98	666
Davidson	125	53	10	188
Duplin-Sampson	142	190	34	366
Durham	209	249	119	577
Edgecombe-Nash	191	221	7	419
Foothills	257	344	70	671
Guilford	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	85	72	2	159
Lee-Harnett	103	94	90	287
Lenoir	42	44	9	95
Mecklenburg	386	606	619	1611
Neuse	136	169	92	397
New River	302	236	69	607
Onslow	128	154	55	337
OPC	171	161	140	472
Pathways	400	362	52	814
Piedmont	189	202	287	678
Pitt	213	304	106	623
Randolph	184	158	33	375
Riverstone	148	151	45	344
Roanoke-Chowan	177	167	13	357
Rockingham	99	84	17	200
Rutherford-Polk	109	117	71	297
Sandhills	272	430	57	759
Smoky Mountain	137	176	52	365
Southeastern Center	318	270	74	662
Southeastern Regional	213	211	206	630
Tideland	269	219	122	610
Trend	94	76	33	203
VGFW	170	175	20	365
Wake	221	237	190	648
Wayne	135	109	31	275
Wilson-Greene	165	172	58	395
Unknown	0	0	44	44
All Area Programs	7,452	8,023	3,182	18,657
<i>Highlighted numbers are where there are less than ten clients and data is not shown.</i>				

Consumer Satisfaction Survey Respondents						
Usable Survey Responses by Race and Ethnicity by Area Program						
for October 2002 Survey						
Area Programs	African-American	White	Other	Not Reported	Total	Hispanic
Alamance-Caswell	180	307	23	84	594	21
Albemarle	60	232	9	13	314	6
Blue Ridge	61	402	14	35	512	16
Catawba	44	230	6	11	291	2
Centerpoint	376	415	44	86	921	37
Crossroads	67	412	18	32	529	14
Cumberland	284	245	37	100	666	27
Davidson	17	155	6	10	188	1
Duplin-Sampson	153	158	20	35	366	20
Durham	282	149	11	135	577	6
Edgecombe-Nash	253	154	4	8	419	2
Foothills	68	503	27	73	671	15
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	44	108	5	2	159	0
Lee-Harnett	45	141	9	92	287	8
Lenoir	46	35	5	9	95	1
Mecklenburg	567	351	27	666	1611	14
Neuse	131	165	4	97	397	4
New River	9	520	6	72	607	8
Onslow	83	185	12	57	337	7
OPC	97	224	11	140	472	8
Pathways	141	604	17	52	814	9
Piedmont	88	298	3	289	678	2
Pitt	261	242	14	106	623	1
Randolph	25	295	22	33	375	16
Riverstone	158	123	18	45	344	0
Roanoke-Chowan	255	86	3	13	357	1
Rockingham	58	120	5	17	200	4
Rutherford-Polk	31	191	1	74	297	0
Sandhills	385	282	35	57	759	10
Smoky Mountain	2	290	20	53	365	5
Southeastern Center	197	357	30	78	662	16
Southeastern Regional	184	157	83	206	630	4
Tideland	226	258	4	122	610	3
Trend	11	150	8	34	203	8
VGFW	198	133	11	23	365	5
Wake	192	236	30	190	648	20
Wayne	96	142	5	32	275	2
Wilson-Greene	174	155	8	58	395	6
Unknown	0	0	0	44	44	2
All Area Programs	5,549	9,210	615	3,283	18,657	331
<i>Highlighted numbers are where there are less than ten clients and data is not shown.</i>						

Consumer Satisfaction Survey Respondents						
Usable Responses By Clients' Primary Disability						
for October 2002 Survey						
Area Programs	MH	SA	DD	Multi	Not Reported	Total
Alamance-Caswell	254	77	6	83	174	594
Albemarle	190	38	0	50	36	314
Blue Ridge	173	72	0	130	137	512
Catawba	158	55	1	23	54	291
Centerpoint	418	168	4	226	105	921
Crossroads	215	36	17	106	155	529
Cumberland	270	72	0	152	172	666
Davidson	129	6	4	26	23	188
Duplin-Sampson	156	28	2	90	90	366
Durham	205	68	6	114	184	577
Edgecombe-Nash	198	86	0	68	67	419
Foothills	396	27	0	111	137	671
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	106	10	4	10	29	159
Lee-Harnett	113	2	1	38	133	287
Lenoir	46	9	0	24	16	95
Mecklenburg	353	224	44	209	781	1611
Neuse	176	50	7	58	106	397
New River	339	37	8	56	167	607
Onslow	137	49	17	61	73	337
OPC	172	11	1	80	208	472
Pathways	517	95	2	31	169	814
Piedmont	190	80	3	56	349	678
Pitt	154	169	33	113	154	623
Randolph	199	38	0	39	99	375
Riverstone	66	0	0	182	96	344
Roanoke-Chowan	175	12	3	121	46	357
Rockingham	126	23	0	14	37	200
Rutherford-Polk	145	21	2	30	99	297
Sandhills	361	98	2	120	178	759
Smoky Mountain	177	64	1	28	95	365
Southeastern Center	333	75	1	63	190	662
Southeastern Regional	207	36	3	116	268	630
Tideland	315	40	2	76	177	610
Trend	117	2	1	35	48	203
VGFW	177	27	19	77	65	365
Wake	232	18	1	138	259	648
Wayne	123	11	0	31	110	275
Wilson-Greene	245	28	2	55	65	395
Unknown	0	0	0	0	44	44
All Area Programs	8,063	1,962	197	3,040	5,395	18,657
<i>Highlighted numbers are where there are less than ten clients and data is not shown.</i>						

Consumer Satisfaction Survey Respondents
Usable Responses By Length of Time Since Admission to Area Program
for October 2002 Survey

Area Programs	One Month or Less	One to Six Months	Six to Twelve Months	One to Five Years	Five to Ten Years	More than Ten Years	Admission Date Not Reported	Total
Alamance-Caswell	32	100	63	150	71	94	84	594
Albemarle	30	73	37	119	25	17	13	314
Blue Ridge	26	126	66	166	56	37	35	512
Catawba	19	67	46	91	28	30	10	291
Centerpoint	39	189	80	260	171	100	82	921
Crossroads	33	181	73	152	46	12	32	529
Cumberland	68	155	69	143	72	61	98	666
Davidson	4	38	23	46	30	37	10	188
Duplin-Sampson	36	72	40	100	35	49	34	366
Durham	7	43	46	173	96	93	119	577
Edgecombe-Nash	33	122	47	103	55	52	7	419
Foothills	24	73	74	202	119	109	70	671
Guilford	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Johnston	27	26	25	49	19	11	2	159
Lee-Harnett	21	32	23	68	22	31	90	287
Lenoir	1	13	17	28	11	16	9	95
Mecklenburg	103	151	131	349	132	129	616	1611
Neuse	10	55	39	84	47	70	92	397
New River	40	86	66	190	89	67	69	607
Onslow	25	66	27	85	42	37	55	337
OPC	15	48	39	130	55	45	140	472
Pathways	95	188	90	230	86	73	52	814
Piedmont	19	86	52	132	57	45	287	678
Pitt	24	107	47	206	79	54	106	623
Randolph	19	61	47	117	65	33	33	375
Riverstone	35	51	29	83	63	38	45	344
Roanoke-Chowan	25	64	38	102	44	71	13	357
Rockingham	19	32	20	57	24	31	17	200
Rutherford-Polk	12	30	16	76	48	44	71	297
Sandhills	49	153	95	226	98	81	57	759
Smoky Mountain	29	64	46	111	41	22	52	365
Southeastern Center	40	117	61	225	95	50	74	662
Southeastern Regional	31	33	43	183	71	63	206	630
Tideland	28	91	56	173	76	64	122	610
Trend	11	28	23	69	20	19	33	203
VGFW	30	63	27	102	44	79	20	365
Wake	37	59	36	160	75	91	190	648
Wayne	18	67	33	71	28	27	31	275
Wilson-Greene	16	56	23	102	78	62	58	395
Unknown	0	0	0	0	0	0	44	44
All Area Programs	1,130	3,066	1,813	5,113	2,313	2,044	3,178	18,657

Highlighted numbers are where there are less than ten clients and data is not shown.

Consumer Satisfaction Survey

Usable Survey Responses By Year

Area Programs	1999	2000	2001	2002
Alamance-Caswell	329	288	535	594
Albemarle	460	310	378	314
Blue Ridge	421	394	608	512
Catawba	440	337	392	291
Centerpoint	1104	665	639	921
Crossroads	180	177	471	529
Cumberland	284	227	260	666
Davidson	173	158	333	188
Duplin-Sampson	376	259	576	366
Durham	671	598	716	577
Edgecombe-Nash	384	283	646	419
Foothills	307	86	547	671
Guilford	393	321	537	Not Reported
Johnston	297	265	278	159
Lee-Harnett	232	167	147	287
Lenoir	245	120	274	95
Mecklenburg	1925	Not Reported	1951	1611
Neuse	1026	574	674	397
New River	225	Not Reported	425	607
Onslow	72	80	195	337
OPC	290	217	325	472
Pathways	735	478	710	814
Piedmont	205	313	662	678
Pitt	73	145	383	623
Randolph	429	445	492	375
Riverstone	213	154	194	344
Roanoke-Chowan	213	Not Reported	369	357
Rockingham	217	84	232	200
Rutherford-Polk	318	136	186	297
Sandhills	794	512	620	759
Smoky Mountain	172	126	265	365
Southeastern Center	178	529	675	662
Southeastern Regional	352	281	202	630
Tideland	361	297	361	610
Trend	145	157	343	203
VGFW	668	397	476	365
Wake	1160	Not Reported	Not Reported	648
Wayne	307	122	232	275
Wilson-Greene	218	208	393	395
Unknown	136			44
All Area Programs	16,728	9,910	17,702	18,657

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If you have any suggestions on how we might improve the administering, reporting, or use of consumer satisfaction information for North Carolina's mental health, developmental disabilities, and substance abuse services system and help support efforts at improving the quality of care being provided please contact the appropriate state staff at the addresses listed below.

Staff to Contact

Administering and Processing the Survey	Reporting and Analyzing the Survey Results
Information Systems Team Resource/Regulatory Management Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019	Quality Management Team Community Policy Management Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3004

The Division's web page --- <http://www.dhhs.state.nc.us/mhddsas/>

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